



Case Worker: Full Time-Temporary

Hartford Public Library, The American Place (TAP) offers basic adult education, workforce literacy, and citizenship services. The Opportunities Youth Training Program offers services to students ages 17 and above which include an emphasis on basic education, citizenship and workforce readiness. The Case Worker position is responsible for program administration, ongoing support of management, and basic needs assessment/intake. This is a full- time position (37.5 hours per week) and requires staff to be available to work after school hours, as well as to attend occasional special events on evenings and weekends. This is a grant funded position, ending 09/30/2024.

RESPONSIBILITIES INCLUDE:

Administrative

- Monitor student attendance and follow up on absenteeism
- Administer student literacy assessments
- Collect and verify required documents and maintain case files
- Create, maintain, and update student records daily, including data entry into multiple databases
- Track and monitor student internship hours
- Ensure data confidentiality
- As assigned, prepare monthly reports that include anecdotes, testimonials, photos, and statistics
- Collaborate closely with program staff and program partners to ensure successful program outcomes. This includes participating in weekly case reviews with project manager to ensure timely supportive services are provided.
- Participate in overall collaborative environment, and assist with programs, special projects and related duties as assigned
- Attend and actively participate in staff meetings, trainings, workshops, and other related, educational opportunities

Outreach

- Conduct outreach to recruit program participants and increase awareness of program profile

Counseling

- Schedule regular one-to-one meetings with students, meeting at least twice per month with each student
- Interview program participants to determine supportive services needed such as housing assistance, mental health referrals, and financial literacy instruction
- Identify barriers to successful program participation/completion; develop and implement retention strategies
- Encourage students to meet regularly with Tech Support Specialist to support skill attainment
- Under the guidance of the Career Counselor, work together to secure relevant internships, job shadowing opportunities, and full-time employment for program participants
- Utilize broad knowledge of area resources and make timely referrals
- Follow up on needs and goals of youth participants with a continual focus on removing employment and training barriers
- Promote positive youth and character development

EDUCATION and EXPERIENCE/QUALIFICATIONS

- Bachelor's degree in Social Work or Education
- Minimum of 1 year of experience working with youth
- Minimum of 2 years of administrative experience
- Ability to take initiative and ownership of projects with strong attention to detail and accuracy
- Ability to work effectively on multiple assignments in a team environment
- Excellent organizational and administrative skills
- Proficient in Microsoft Office suite and Google products
- Excellent customer service skills
- Demonstrated ability to establish and maintain effective working relationships with co-workers, other service providers, community partners, youth and their families, clients, and the general public
- Thorough ability to follow oral and written instructions and to maintain confidential information
- Familiarity with human services programs, as well as federal, state, and community resources and programs
- Excellent English communication skills (written and oral)

PHYSICAL DEMANDS / WORK ENVIRONMENT

- Ability to continuously bend, twist, stoop, reach and pull
- Ability to maintain composure in everyday, potentially stressful situations

- Ability to meet a flexible work schedule, including evenings and weekends
- Able to walk, sit and stand for extended periods
- Close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus

What we offer employees:

Hartford Public Library offers robust benefits you won't find at other nonprofit organizations through a unique partnership with the City of Hartford. This includes:

- MERF Pension Plan with employer contribution
- Health Care, Dental, Pharmacy benefits
- Life Insurance
- Long Term Disability Insurance
- Mental health support through the Employee Assistance Program
- Tuition reimbursement program
- Paid professional development, continuing education and staff engagement opportunities
- Commitment to, and active plan of, diversity, equity, and inclusion work including implementation of the staff-led DEI Road Map.

What we offer the community:

The Hartford Public Library is a national leader in redefining urban public libraries in the 21st century as innovative, stimulating and engaging spaces where people can learn and discover, explore their passions and find a rich array of resources that contribute to a full life.

We are an integral part of the Hartford community and offer programs for all our citizens. With 7 locations and robust outreach services, we are here for Hartford. Our programs include:

- The American Place, which offers a variety of free services to welcome immigrants and refugees including English Language Learning, Citizenship preparation and civic engagement
- Digital Library Lab
- Hartford History Center
- HPL Studios
- YOUmedia teen spaces
- Baby Grand Jazz, a free series of Jazz performances open to everyone
- Summer Learning
- Leap into Learning - Early Literacy
- Adult education classes and support
- Career Certification, GED
- Technology training and digital literacy
- Library of Things
- Robust print, electronic, audio and video collections · And so much more!

To Apply: Please email resume and cover letter to hpljobs@hplct.org and reference **Case Worker** in the subject line of your email.

In light of the ongoing COVID-19 pandemic, the Hartford Public Library strongly recommends and encourages all newly hired employees to receive vaccinations. Vaccinations have proven to be an effective measure in preventing the spread of the virus and protecting individuals from severe illness. We are committed to safeguarding our workplace and community. While COVID-19 vaccinations are recommended, vaccinations are not required at this time.

Hiring Range: \$24.27 hr. - \$24.94 hr. Depending on Experience

Hartford Public Library is an Equal Opportunity Employer.