

**PARTNERS IN HOUSING
JOB DESCRIPTION**

**This document was
last reviewed on
June 4, 2026**

Job Title: Family Caseworker

Reports To: Family Services Director

Training Period: 6 months **Exemption:** Yes *Professional*

Supervisory: Employees: No Unpaid Staff: No Volunteers: Yes Oversees Contracts: No Boards: No

Job Titles Supervised: None

General Purpose: To support the movement of families experiencing homelessness in a direction of increased economic and social self-sufficiency by assisting them in developing a service plan, which sets goals, monitors progress toward those goals, and coordinates needed support services with other service providers.

Essential Duties and Responsibilities:

- Manage a caseload of clients participating in the Partners in Housing Self-Sufficiency Program
- Conduct regular in-home visits with families and residents as needed
- Assist clients/families in crisis. Follow Partners in Housing protocols. (Does not perform psychotherapeutic interventions, but refers accordingly)
- Develop and draft a comprehensive Service Plan with each client
- Data entry into case management system and checking to ensure accuracy
- Address and resolve issues with non-compliant clients and/or their families
- Network with related professionals in the community to assure comprehensive services
- Maintain files and records according to PIH standards
- Attend all scheduled agency meetings when not using DTO (Discretionary Time Off) or excused by supervisor
- Become familiar with and comply with the National Association of Social Workers (NASW) code of ethics
- Assist new clients in transitioning to their new living arrangement
- Conduct monthly home inspections
- Participate in individual supervision and group consultation sessions
- Conduct unannounced home inspections with housing staff
- Photograph and upload pictures to share through Google Docs and report on unit condition
- Coordinate and participate in program reviews for Partners
- Participate in monthly supervision with Family Services Director
- Attend trainings/workshops as needed
- Other duties as assigned

This description is not intended, and should not be construed, to be an exhaustive list of all responsibilities, skills, efforts, or working conditions associated with this job. It is intended to be an accurate reflection of the principal job elements essential for making compensation decisions.

Decision making and Supervisory Responsibility:

	Volunteers							
HIRING	N							
ASSIGNING/SCHEDULING WORK	N							
MONITORING/CONTROLLING WORK	I							
DISCIPLINE	N							
PERFORMANCE EVALUATION	N							
SALARY RECOMMENDATIONS	N/A							
DISMISSAL	N							
BUDGET RESPONSIBILITY	None.							
PROPERTY RESPONSIBILITY	None.							
CONFIDENTIAL INFORMATION	Responsible for the security of highly confidential information.							

I indicates Input only

R indicates responsibility for recommending a course of action requiring one other approval

F indicates responsibility for the Final Decision

Minimum Requirements:

Education: Bachelor’s Degree in Social Work or a related behavioral science.

Experience: Two years of experience in Social Work or related experience.

Or other background demonstrating application of the following knowledge, skills, and abilities:

- Demonstrate a working knowledge of the dynamics of families experiencing homelessness.
- Personal/professional management and organizational skills.
- Strong communication skills (both written and oral) and good interpersonal behavior skills.
- Proficient computer skills with experience in data entry into case management system.
- Ability to develop priorities, set goals and meet deadlines
- Knowledge of psychology and sociology.
- Public speaking skills.
- Knowledge of family systems.
- Ability to work within a team environment.
- Knowledge of the social service system in Colorado Springs preferred, but not required.
- Bilingual Spanish/English a plus, but not required.

Physical Requirements of this position include:

FREQUENCY OF REQUIRED EXPOSURE/USE

WORKING ENVIRONMENT	SELDOM	OCCASIONAL	FREQUENT
COLD (50 F or less)		X	
HEAT (90 F or more)		X	
HUMIDITY	X		
HEIGHTS		X	
NOISE		X	
COMPUTER USE			X
DRIVING			X
STANDING			X
SITTING			X
WALKING			X
BENDING			X
WORK WITH OTHERS			X
REPETITIVE MOVEMENTS			X
OPERATING MACHINERY			
COPIER			X
TELEPHONE			X
FACSIMILE (FAX)		X	
10-KEY	X		
CALCULATOR		X	
COMPUTER			X
MOUSE			X
PRINTER			X

OTHER REQUIREMENTS	SELDOM	OCCASIONAL	FREQUENT
VISUAL ACUITY: Near			X
VISUAL ACUITY: Far			X
COLOR DISCRIMINATION	X		
HEARING			X
SPEECH			X
OTHER			
TRAVEL:			
LOCAL			X
NATIONAL	X		
INTERNATIONAL	X		

This position requires significant travel to offsite locations for meeting with clients or other agencies and requires climbing stairs to access client living facilities and offices.

MOVING EQUIPMENT AND SUPPLIES

LIGHT (Under 5 lbs.)			X
MODERATE (5 to 20 lbs.)		X	
HEAVY (Over 20 lbs.)		X	

DESCRIPTION OF MOVEMENT

LIFT/LOWER		X	
CARRY			X
PUSH/PULL		X	
REACH ABOVE		X	