

**Lead Caseworker: Anacostia – Congress Heights, SE DC**  
Full-time – Samaritan Ministry of Greater Washington (SMGW)

**Position Summary**

The Lead Caseworker (LC) establishes and maintains the Anacostia – Congress Heights (SE DC) offices as a strong, reliable presence in the Anacostia and Congress Heights Community through outreach, advocacy, casework, and support. As team leader for these offices, the LC supervises volunteers; creates and expands community partnerships; and manages the U Street office. He/she also provides casework on site to participants in both the U Street and Congress Heights locations. He/she will collaborate with SMGW staff share best practices, establish consistency, and exchange ideas for participant engagement. The LC for this office reports to the Program Director.

**SMGW’s Mission**

SMGW is a faith-based, non-profit organization committed to empowering program participants to realize significant and positive life change. Through a practice of rigorous compassion and coaching, trained caseworkers, specialists, and instructors, partner with participants who set life goals in the areas of employment, housing, education, health, and benefits, then identify the smaller “next steps” required to meet those goals. SMGW is comprised of a diverse team of staff and volunteers who are also committed to community change through deliberate, ongoing, and collective action to end systemic racism, while seeking equity for all people. SMGW has no religious requirements for its participants or employees and welcomes all.

**Position Responsibilities**

Team Leadership

- Serve as team leader for the Anacostia office (Team leader for Congress Heights is ABE Coordinator), ensuring an inclusive and collaborative workplace.
- Supervise volunteers and casework interns. Collaborate with Program Director and Volunteer Manager to identify needs and opportunities for volunteer engagement.
- Oversee collection and distribution of in-kind donations (*e.g.*, food, toiletries, PPE, etc.) to support the site’s program participants, in coordination with Pantry Manager and Volunteer Manager.
- Monitor allocation of direct services (*e.g.*, financial assistance, Metro cards, toiletries, food) and track approved disbursements. Collaborate with peers across sites to ensure consistent processes.
- Ensure proper functioning of office equipment and IT services related to program delivery, communicating any concerns with the Chief Operating Officer
- Perform and/or assign daily housekeeping tasks to ensure a clean, organized office.
- Ensure adequate supply of program materials (*e.g.*, forms, resource directories, flyers) and other supplies (*e.g.*, PPE, office supplies, participant resources such as non-perishable food & toiletries).

Community Cultivation & Engagement

- Develop strategy to generate SMGW presence in the Anacostia – Congress Heights community and attract more prospective participants to the office.
- Develop, sustain, and grow positive relationships with local service providers and potential referral sources for all SMGW services.

Casework & Casework Oversight

- Provide casework services to all those who request assistance in accordance with SMGW policies. This includes conducting intakes, formalizing, and implementing the ID voucher process, and assisting participants with various goal-related tasks (*e.g.*, online job or housing applications).

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- Provide supervision for Casework Associates/Interns at the Anacostia and Congress Heights offices.
- Refer participants to appropriate in-house services (*e.g.*, job placement) and or outside community resources and maintain follow-up as needed.
- Collaborate with the Adult Basic Education Coordinator, the Employer Specialist, and STRIVE Trainer(s) to provide comprehensive, coordinated services.
- Create/update participant records within three days of service, ensuring accuracy and completeness.
- Maintain other participant files as appropriate, ensuring the confidentiality of participant information in accordance with SMGW’s confidentiality/boundaries policy.

Organizational Responsibilities

- Participate in SMGW special events, sharing information and success stories about SMGW participants; assist event staff as needed to ensure event success.
- Attend staff meetings, trainings, and organizational events, as requested.
- Take on other duties as needed and assigned.

**Qualifications**

- At least five years of casework experience in social/human services with adult populations, or related experience. Bachelor's degree preferred but not required.
- Knowledge of and experience in the Washington, DC area and its resources.
- Ability to work within an organizational framework, while recognizing and responding to the unique needs of the Anacostia community. Proven supervisory/leadership experience is strongly preferred.
- Database experience required; Salesforce preferred. Comfortable with Zoom, Outlook, WORD, as well as digital research and recordkeeping.
- Public speaking experience highly desirable, to facilitate outreach and ongoing interaction with other agencies and prospective participants.
- Capacity to work occasional non-traditional hours and travel in the community between and around the SMGW offices(s) in which you serve. Occasional travel between offices may also be required.
- Nature of the work largely requires in-person presence, with limited exceptions.

**COVID Precautions:** As part of our commitment to safety, all staff must be fully vaccinated against COVID (including all boosters for which they may be eligible) or be approved for a religious or medical exemption and agree to undergo weekly testing. All new hires must provide proof of full vaccination or have received an approved exemption prior to their start date.

**Salary:** Starting salary is \$50,000 based on qualifications above. Starting salary can be adjusted commensurate with significant relevant experience, demonstrated success in producing program impact, and/or additional credentials. Starting salaries are competitive with similarly sized non-profits in the Washington area.

To apply, please send resume and a cover letter, explaining why you think this position and this organization might be a match for you to: Ms. Jennifer Seager-Valentine, Program Director, at [jseager@samaritanministry.org](mailto:jseager@samaritanministry.org)