

**Samaritan Ministry of Greater Washington (SMGW)**  
**Position Description: Lead Caseworker (LCW), Silver Spring**  
Full-time, Hiring Immediately

**Position Summary**

The heart of the *full-time* LCW role is 1-1 *Next Step* casework and coaching. The LCW also recommends and arranges applicable program services, while serving as the team leader at the site in which s/he serves. This involves oversight of the program staff and volunteers at this location, as well as basic office management and strategic outreach. Unique to this office and position is working with a diverse Spanish-speaking population in eastern Montgomery County, necessitating a bilingual office and LCW. The LCW reports to the Program Director.

**SMGW 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 trainers, 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 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 applicants.

**Responsibilities**

Casework/Case Management

- Conducts intakes and ongoing casework sessions, in person and/or virtually, with *Next Step* participants, including guidance with goal setting and a variety of goal-related tasks (*e.g.*, online job applications; applying for benefits; advocacy).
- Recommends and arranges other program services and opportunities, making referrals as needed.
- Maintains participant records in online database, ensuring accuracy and completeness.
- Maintains other participant files as appropriate, ensuring the confidentiality of participant information.
- Submits monthly program reports to the Program Director.

Community Outreach & Partnership

- Develops, sustains, and grows relationships with local service providers and potential referral sources.
- Cultivates relationships with community partner organizations in Silver Spring and across Eastern Montgomery County, with the objective of establishing pipelines for prospective participants.
- Strengthens our connection to the Episcopal Church of Our Savior by collaborating with parish staff and volunteers to coordinate efforts to help participants and visitors from the church’s community, both English and Spanish speakers.
- Increases participant traffic flow to the site by scheduling and conducting presentations, making calls, sending emails, arranging 1-1 meetings.

Staff & Site Oversight

- Serves as team leader, which includes training and overseeing the work of volunteer program staff, casework interns, and other program staff operating at the site.

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- Ensures adequate supply of program materials (*e.g.*, forms, resource directories, flyers) and other necessary supplies (*e.g.*, PPE, office supplies)
- Monitors allocation of direct service assistance (financial assistance, transportation cards, toiletries, food), including tracking approved disbursements made on behalf of participants.
- Coordinates with Operations Director to ensure proper functioning of office equipment and IT services related to program delivery.
- Oversees collection and distribution of in-kind donations (food, toiletries, PPE, etc.) to support *Next Step* program participants, in coordination with Pantry Manager and Volunteer Manager.

Organizational Responsibilities

- Participates in SMGW special events, sharing information and success stories about SMGW participants; assists event staff as needed to ensure event success.
- Attends staff meetings, trainings, and organizational events, as requested.
- Takes on other duties as assigned.

**Qualifications**

- BA/BS degree and three years of casework experience in social/human services with adult populations, or six years of related experience, demonstrating increasing responsibility and leadership.
- Fluency in Spanish and English, spoken and written.
- Experience with or in Montgomery and/or Prince George's County social services, both public and community based.
- Database experience, strong organizational, listening, problem-solving and team skills, plus the ability to work independently. Comfortable with use of technology (*e.g.*, Zoom, Outlook, WORD, as well as digital research and recordkeeping via program database.).
- Proven supervisory experience is a plus, though not a requirement.
- Public speaking and organizational leadership skills highly desirable, as related to outreach and interaction with other agencies and prospective participants.
- Capacity to work occasional non-traditional hours and occasional travel throughout the metropolitan area as needed.

**Salary:** Starting salary range is \$43,000 - \$46,000, based on qualifications above. Actual starting salaries are competitive with similarly sized non-profits in the Washington area and can be adjusted consistent with additional experience, credentials, and/or demonstrated success in producing program impact.

To apply, please send your 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)