

**The schedule for this position is Tuesday 3p-11pm, Wednesday 3p-11pm, Thursday 3pm-7am (16 hours) and Saturday 7am-3pm.**

**Holidays required. Because this program is 24/7, coverage will be needed for other shifts as needed.**

**Opportunity to work from home after successful completion of training period. Training is in person at our Wilkes-Barre office.**

### **HELP LINE CASEWORKER**

**QUALIFICATIONS:** Bachelors degree in Sociology, Social Work, Psychology, Gerontology, Anthropology, Political Science, History, Criminal Justice, Theology, Nursing, Counseling, or Education required; or qualification as a Mental Health Professional as defined by the PA Department of Public Welfare. Experience and knowledge of human service field preferred. Good community networking skills, public speaking skills and written and oral communication skills preferred. Familiarity with personal computer word-processing and databases required.

**CLEARANCES REQUIRED:** At point of hire, periodically thereafter, able to secure the Pennsylvania State Police background clearance and the Pennsylvania Child Abuse History clearance and the FBI background clearance. Other clearances may be required as relevant to the position.

**PHYSICAL REQUIREMENTS:** Ability to lift 20 pounds. Able to bend, twist, and turn. Able to sit for 6-7 hours/day. Able to view computer screen and input data. Vision ability to include close vision, depth perception, and ability to adjust focus. FSA NEPA will provide reasonable accommodations to a qualified individual with a disability, as defined by the ADA, who has made FSA NEPA aware of his or her disability, provided that such accommodation does not constitute an undue hardship for FSA NEPA.

**GENERAL DUTIES:** This casework position is responsible to deliver high quality information and referral and crisis intervention services. Help Line caseworkers provide crisis screening, assessment, and pre-referral consultation for all tie-in lines when necessary and appropriate as worded in the job description for the position. The crisis piece requires knowledge and application of professional lethality assessments; application of active listening skills to assess tone, affect, and other verbal cues; assessment for the presence of delusional or psychotic thought processes; assessment and determination of risk for children who may be in immediate physical danger due to child abuse, neglect, or sexual exploitation; determination of risk for elderly who may be in immediate danger; assessment for detoxification of addictive substances and approval for payment of services when appropriate; and assessment of adults with disabilities who may be in immediate physical danger and in need of adult protective services. Regular and predictable attendance is an essential function of this position.

**Salary is \$38,000/year with benefits that start on the first day of employment. Agency pays 100% for employee premiums for dental, vision and life insurance. Choice of an HMO or PPO plan for health insurance. Plan choice determines Agency contribution towards employee premium. We also offer paid sick and annual days and a 401(k).**

***Interested individuals should submit a cover letter and resume to:***

**Janyne Gurnari, MHRM, PHR, Chief Operating Officer  
FSA NEPA  
31 West Market Street  
Wilkes-Barre PA 18701  
Fax: 570-602-3101  
Email: [jgurnari@fsanepa.org](mailto:jgurnari@fsanepa.org)**

FSA NEPA is an equal opportunity employer.