



CASEWORKER SANZAF PORT ELIZABETH - JOB PROFILE

ORGANISATION:	South African National Zakah Fund (SANZAF) is one of the leading faith-based, socio-welfare and educational organizations in Southern Africa that strives to facilitate the empowerment of needy families through the efficient collection and effective distribution of Zakah and other Sadaqat in a proactive and cost effective way with dignity, sincerity and a shared responsibility.
DEPARTMENT:	SANZAF Port Elizabeth – Welfare Department
JOB TITLE:	Caseworker
SALARY:	Enquire within
MAIN PURPOSE OF JOB:	Provide social services and assistance to improve the social, economic and psychological status of individuals and their families. To maximize the family well-being through identifying development opportunities and facilitating relevant development activities or opportunities.

Minimum Requirements

- Social Auxiliary qualification or relevant experience in a similar environment.
- Computer Literate.
- Be able to speak, read and write English well.
- Be able to speak, read and write an additional language spoken in the Eastern Cape.
- Report writing skills.
- A code 8 driving license and safe driving habits.
- The applicant must be deeply rooted in the Islamic faith belief system.
- Basic understanding of Zakah.

Key Responsibilities and Duties:

- 1) Counsel individuals, groups, families, or communities regarding issues including health, poverty, unemployment and other social circumstances.
- 2) Manage appointments for interviews with welfare candidates.
- 3) Interview applicants individually, in families, or in groups, assessing their (financial, family, spiritual, educational and home) situations, capabilities, and problems to determine what services are required to meet their needs.

- 4) Conduct home visits of welfare candidates for a more detailed investigation of their case.
- 5) Participate in Shura process (mutual consultation) and provide input for decision-making with regard to case work / assistance applications.
- 6) Collect relevant documentation that supports their case.
- 7) Develop a development plan for the individual or family to enable them to become self-sufficient
- 8) Propose a plan of action (with regard to development of the applicants) or assistance proposed.
- 9) Serve as liaison, coordinate skills training assistance or refer individuals / and families to appropriate services programme.
- 10) Maintain case history records and prepare reports on all cases processed.
- 11) Network and collaborate with other Muslim organisations and community leaders and establishing beneficial relationships with them.
- 12) Execute all administration tasks within the Welfare department.
- 13) Assist with assigned tasks delegated by the Office Manager from time to time.

Attributes:

- 1) Ability to communicate effectively both orally and in writing including presentation and report writing.
- 2) Strong decision- making skills and the ability to make effective judgements on case files.
- 3) Resilience - Ability to cope under pressure and to persevere.
- 4) Ability to continuously develop and learn in the aspects of social services.
- 5) Able to display empathy towards applicants.
- 6) Good organisational and time management skills.
- 7) Ability to act and maintain strict confidentiality at all times with regard to matters relating to applicants and information divulged.
- 8) Ability to work extended hours when required to resolve casework.

The incumbent may be required to perform sundry departmental administration and other related duties and responsibilities in the course and scope of the employment contract at SANZAF as determined by the Board of SANZAF, and in order to execute the overall strategy of SANZAF as determined by National Executive Board of SANZAF from time to time.

Qualified and interested applicants are invited to submit their CV, certified copies of relevant qualifications and a motivational letter to: human.resources@sanzaf.org.za
contact no: 041 457 1459

Closing date for applications: 29 September 2017