

County of Henrico Job Classification

CARE Officer



General Summary of Classification:

Serves as a key member of interdisciplinary CARE (Community Assistance, Resources and Education) and EngAGE teams; assesses individual's in crisis or requiring services from County or community resources; works independently and collaboratively with residents, family members, caregivers, County and community resources to develop and implement effective care plans, counseling, crisis and recovery support, and other critical services; promotes and connects County residents, family members and caregivers with a wide array of County and community services and support; educates the Division of Fire and community about the importance and availability of healthcare and about available community resources and services; prepares, maintains and submits accurate records and reports; and performs other duties as assigned.

Examples of Primary Tasks, Duties and Responsibilities (TDR):

- Serves as an advocate or navigator for Henrico residents, their family members and caregivers by counseling them on their options, identifying and providing information and referrals to critical resources, fostering and improving awareness and engagement in County and community services; and by helping them navigate through services and systems.
- Completes assessments to determine individual needs and capabilities, to remove barriers to access and engagement, and to provide referrals to the appropriate resources who can provide the necessary care, support, education, guidance and assistance, includes initiating, developing, implementing, monitoring and reviewing community care and recovery plans.
- Actively engages in case management to help remove barriers to access and care, and to facilitate effective assistance, care and support for persons experiencing a crisis, in recovery, or requiring community services and support.
- Monitors, documents and reports on current and changing needs of the aging population.
- Promotes awareness about aging services offered by all County agencies and departments through various mediums.
- Researches and maintains a database of available services, such as transportation services, food banks, availability of Medicaid, mental health providers, substance-use disorder treatment centers, etc., that are available to County residents.
- Performs other duties as assigned.

Knowledge, Skills, and Abilities (KSA) Typically Required:

- **Occupation-specific:** Sound working knowledge of the diverse socioeconomic and cultural demographics of County residents; sound working knowledge of EMS services and systems; excellent working knowledge of County resources and of local and regional

community resources; ability to create and implement effective care plans, educational programming and materials, and outreach programs; ability to create and maintain accurate records; ability to accurately compile relevant records and data, analyze the information and prepare reports.

- **Technical:** Sound computer skills with the ability to use computer and typical business software, proprietary software and applications, and various wireless technologies and peripherals for communications and to complete assigned tasks.
- **Interpersonal, Communication and Customer Service:** Effectively communicates, counsels, educates and interacts professionally with diverse populations of citizens, family members, caregivers, program and service providers and other relevant stakeholders; excellent collaborative skills with an ability to effectively work independently and as part of a team.
- **Decision-making and Authority:** Works independently and collaboratively to assess individuals' need and capabilities, develop and implement sound care plans, provide or connect individuals with services, information and referral services.
- **Leadership:** Critical to foster, build and maintain effective working relationships and partnerships with a wide array of County and community (local and regional) resources in order to develop effective care plans for County residents; serves as a primary liaison with diverse populations of County residents, wide of array of stakeholders and resource partners.
- **Environment:** Typically works in an office as well as an array of indoor and outdoor settings and locations, which may include adverse, extreme, emergency and high-stress conditions. May require working evening, weekends, or holidays as needed.
- **Physical:** Visual and hearing acuity sufficient to recognize engage in accurate effective assessments, communications and collaborations. Physical ability sufficient to perform assigned duties in a wide array of duty-related locations as needed.

Minimum Education and Experience:

- **Education:** Four (4) year degree in a relevant field, relevant master's level degree preferred;
- **Experience:** Two (2) years of relevant experience, with relevant bilingual skills preferred;
- **OR:** Any equivalent combination of experience and training which provides the necessary Knowledge, Skills, and Abilities.

Other Requirements (License, Certifications, Training, etc.):

- Criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.
- Successful completion of all required NIMS courses.
- May be required to travel extensively and work a flexible or on-call schedule to perform assigned duties.
- Valid driver's license to perform assigned duties at various locations.

Job Code: G.D.T.0015

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This is a generalized class specification and not a job description. Actual duties, qualifications, and requirements vary by position. For more information, contact the Henrico County Department of Human Resources.