# A day in the life of a Caseworker at a PA County Assistance Office

Video URL: <https://www.youtube.com/watch?v=PYAL9KuU3Rg>

**Dauphin County Case Worker 1:** I feel my working here, what I get most out of is…I do enjoy helping people. There is a need in the community for the services that we provide and I feel good being able to help those individuals that need our assistance. That's what we're here for, I feel, and they need us as much as we need them.

**Dauphin County Case Worker 2:** It's very important to remember that, your actions here directly impact somebody’s life from day to day.

**Dauphin County Case Worker 3:** People are coming to you in a time of help and great need. Once you're able to work with someone and they actually gain the understanding of what it is, they know what they're applying for, the understanding of what it is, they know what they're applying for, it's life changing in many, many, many situations.

**Dauphin County Case Worker 1:** We could be on the other side of the table. You have to treat them with respect, you have to be able to acknowledge they are human beings that need our assistance, just like one day, you may need that assistance. So you have to be a people person.

**Dauphin County Case Worker 3:** After all that hard work is done, you feel really, really good about the way that you were able to impact someone's life.

**Dauphin County Case Worker 2:** It's very nice to be working for the Department of Human Services and an organization that does seem like, you know, they value everyone on from the bottom to the top. I always feel like I'm being, you know, treated well and that there is a courtesy that is given to me, both as a fellow employee and as just a human being doing their job.

**Dauphin County Case Worker 1:** This job isn't for everyone. But I think it can be a very a very promising career and is something you can hold your head up high about doing and that's why I've been there as long as I have been.

**Dauphin County Case Worker 3:** No matter where you're coming from, what point in your career, or how much education you have or feel that you don't have. There is a place here for you.

**Dauphin County Case Worker 1:** You will enjoy when you assist the family. You turn them around and you get them on the right path. You’ll like it, you’ll like it.

On-screen text reads:

The PA Department of Human Services and County Assistance Offices are Hiring. Apply now at Employment.pa.gov/DHS