

## COMMUNITY SOCIAL WORKER

### **Position Purpose:**

This position provides comprehensive professional social services to town residents.

### **Supervision:**

*Supervision Scope:* Performs varied and responsible duties requiring the exercise of judgment and initiative to carry out assignments independently, analyze situations and conditions, and determine appropriate course of action from department guidelines and policies.

*Supervision Received:* Works under general direction, where a definite objective is established requiring the use of a wide range of procedures. Individual generally establishes own daily work plan and priorities, using established procedures to complete the work in accordance with established departmental policies and standards; only unusual cases are referred to supervisor.

*Supervision Given:* Provide immediate functional or technical supervision over other employees in the same or a closely related classification where the work of the supervised employee(s) is essentially the same as the work of the supervisor. Supervision is limited to explanation and guidance with no responsibility for costs, methods or personnel. May supervise the equivalent of 5 or fewer full-time employees.

### **Job Environment:**

Majority of work occurs outside of an office setting eg. Home visits, area agencies, etc. There are few distractions or unpleasant office working conditions.

Regularly operates computers and peripherals, telephone, copier, facsimile machine and other standard office equipment.

Makes frequent contacts with the public, state/local agencies, and the general public. Contacts are in person, in writing, and by telephone and usually involve the provision of information of a technical or factual nature to the public or interested parties.

Performs varied and responsible departmental functions requiring independent judgment to ensure compliance with applicable laws, rules, regulations or compliance to departmental policies, procedures and methods.

Has access to limited department related confidential information.

Employee may be required to work beyond normal business hours to address emergency situations or to attend evening meetings.

Errors could result in significant confusion and delay, loss of department services, possible adverse public relations and have financial repercussions.

**Essential Functions:**

*(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)*

Works independently under the authority of the Board of Health and general direction of the Director of Public Health.

Provides social work functions for outpatient counseling services. Responsible for intake, assessment, case assignment, case monitoring and 24 hour crisis response. Responsible for clinical supervision of Masters level therapists-

Manages intake/assessments for the Hope Fund that provides financial assistance to families in need.

Supervision of volunteers for community projects and programs.

Receive all incoming calls which include both emergency and non-emergency lines.

Provide services relating to varied psychosocial issues/concerns for residents of all ages.

Identify “at-risk” individuals/families.

Provide prevention, outreach, assessment, resource linkage, and case management.

Provide after-hours availability for caseload.

Provide after-hours availability for police and fire departments.

Provide annual Emergency Response Network plan for community.

Maintain liaison with and accept referrals from: schools, police, courts, clergy, physicians, hospitals, Department of Social Services, Department of Mental Health

Provide case consultation and crisis intervention for schools when appropriate.

Provide programs in conjunction with guidance departments when appropriate (e.g. Student Assistance Team).

Assist Council on Aging with programs for seniors.

Provide case consultation /intervention services for cases referred by the Council on Aging Outreach Worker.

Provide assistance to Sudbury Housing Authority regarding tenant -specific difficulties or concerns.

Provide fuel assistance and food assistance in conjunction with local, state and federal programs.

Evaluate and address unmet areas of need. Advocate on behalf of clients for specific community needs.

Maintain up-to-date resource file.

Participate in relevant community groups.

Develop and oversee volunteer projects/ programs for interested community groups.

### **Recommended Minimum Qualifications:**

#### **Education, Training and Experience:**

Master's Degree in Social Work counseling, or psychology as well as a Massachusetts's license in social work and/or mental health counseling. (5+) Five or more years of experience that includes intake assessment, case management, outreach, resource linkage (local, state and federal programs), case consultation, and crisis intervention. Requires a proven ability to work with residents of all ages. Requires a working knowledge of neglect/abuse protocols for children, adults, and elderly.

#### **Knowledge, Ability and Skill:**

*Knowledge:* Knowledge base of principles and practices in social work /counseling/ psychology. Working knowledge of federal, state, regional, and local human service agencies for all age groups. Knowledge of state law in regard to the neglect/abuse of children and the elderly. Knowledge of state law in regard to individuals at-risk for harm to themselves or others. Knowledge of social work confidentiality laws in regard to client information and records.

*Ability:* Ability to establish/maintain effective relationships with town officials, town employees, community groups and the general public. Ability to advocate/access services for clients. Ability to develop, implement, and monitor quality programs for children, adults, and senior citizens. Ability to access/manage funding when needed. Ability to effectively organize, supervise, and motivate individuals/groups. Ability to delegate authority. Ability to provide standard and clinical supervision. Ability to communicate clearly in written and oral form. Ability to document sensitive information (e.g. client records, 51As, court reports). Ability to work with residents of all ages in varied modalities (individual, group, family) and in varied settings (office, homes, schools, community). Ability to respect and respond appropriately to racial, sexual, social, religious, and ethnic differences.

*Skill:* A broad base of skills relating to: counseling, human growth and development, psychopathology, addictions, crisis intervention, community organization, and treatment.

Physical Requirements:

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

The employee is required to: interact and communicate frequently and effectively with the public in their homes, at times under volatile conditions. Operate standard office equipment including computers and keyboards, at efficient speed; and move throughout the municipal office. The employee must occasionally lift and/or move up to 10 pounds.

*(This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.)*