

**Town of Natick
Job Description**

Position Title:	Social Worker Coordinator	Grade Level:	2
Department	Community Services	FLSA Status	Exempt
Reports to:	Director of Community Services		

Statement of Duties: Position serves as a social worker for those in need. Duties include identification of resources and services to reduce risk, increase stability and ensure for the long-term success of individuals and families in the Natick Community. Serves as the coordinator for those providing social work, clinical social work, case management, and/or Information and Referral services to Natick residents.

Supervision Required: Under the direction of the Director of Community Services. The incumbent receives and carries out social service policies and procedures as required. A great deal of work is carried out with a good measure of initiative and independence. A coordinator is a State mandated reporter in any case including elder abuse, neglect, self-neglect, or financial exploitation as defined by law and must refer to the proper agency when incidents occur.

Accountability: Errors and omissions in work could result in missed deadlines, missed services, and adverse public relations.

Judgment: Well-defined or detailed rules, instructions, and procedures cover all aspects of work. Judgment involves choosing the appropriate practices, procedures, regulations, or guidelines to apply in each case.

Complexity: Provide problem identification through comprehensive assessments where necessary; analyze needs and develop care plans, maximizing independence through the utilization of existing resources. Coordinate services and provide ongoing monitoring of the care plan for quality, appropriateness and adequacy to maximize benefits to the consumer. Advocates for expanded service provision when current resources are not meeting the needs of those in the community; maintain professional confidentiality.

Confidentiality: All information regarding program participants is confidential. State law stipulates that all information about participants, including the fact that they are participants, is confidential and cannot be shared outside the Department.

Work Environment: Work is done in private homes as well as in the office, requiring travel within the community. Stress is certain when dealing with human problems that occasionally lead to frustrations when needed resources for independent living are not available. At times prioritizing consumers and/or their needs will be necessary adding to the stress demands.

Nature and Purpose of Contacts: Work is primarily with the public, elders their families and friends; interaction is needed with personnel in the Department, from other community agencies, town departments, state and federal agencies to coordinate service provision.

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Advocate for needed programs/ services in conjunction with other community agencies, public and private groups and state government officials.

Occupational Risks: Duties generally do not present occupational risk. However, if an employee fails to properly follow safety precautions and procedures, it could result in a minor injury.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type 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.

- Provides specialized social work dealing with specific areas of crisis individuals may find themselves in. Work involves intensive case management, interaction and collaboration with families, pulling together community supports and extensive personal contact with the elder.
- Serve as Coordinator for all of those working in the area of Human Services, with specific responsibility for determining case assignments, screen outs and referral.
- Perform interventions including home visiting as needed to assist those in need, to provide short-term counseling (assessment and referral) to clients and families, and to analyze needs when appropriate. Offer information and referral services including, but not limited to, transportation, medical needs, housing options, grocery shopping, home management assistance, protective services, legal services, nursing home placement, and medical insurance; and, maintain a community resource file.
- Coordinate and work with other municipal, community, state and federal agencies and medical personnel as necessary, developing a care plan to insure appropriate services for Natick residents provide ongoing monitoring of care plans for quality and appropriateness; advocate as necessary.
- Provide training and supervision for volunteers who provide direct service to elders such as escorts, telephone reassurance, homemaker, friendly visiting, and respite services.
- Maintain appropriate clinical recording of all visits, phone contacts and collateral contacts; assist the Director in the preparation of local and state reports, forms and surveys; maintain professional confidentiality of files and records.

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- Keep abreast of new and upcoming services to meet the growing demands, serve as a resource to other town departments; identify gaps on service and advocate for service improvements.
- Perform other related duties, as required.

Recommended Minimum Qualifications:

Education and Experience: or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

- Advanced theoretical or technical knowledge of gerontology and human services equivalent to a Master's Degree in a related field.
- This level of work involves professional expertise in social service delivery and accessing resources for elders as may be gained by not less than three (3) years experience in the delivery of human services; preferably in a senior center environment.
- **Bachelor's Degree in Gerontology**, human services or related field and three (3) years experience in the delivery of human services, preferably in a Council on Aging environment. LSW (Licensed Social Worker) required.
- Valid MA driver's license required and a reliable means of transportation.

Knowledge, Abilities and Skill

Knowledge:

- Knowledge of the network and of elder care issues; the aging process and related medical/sociological/mental health issues.
- Knowledge and understanding of state statutes, regulations, and other community agency criteria to develop effective and appropriate referrals: department goals and procedures.

Abilities:

- Problem oriented recording.

Skill:

- Interpersonal/interviewing/counseling skills.

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- Skills of crisis intervention; time management, written/verbal communication; strong organizational abilities.

- Recognize and respect the need for confidentiality.

Physical and Mental 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 position's essential functions.

Physical Skills:

- There is little or no physical demand needed.

- The ability is required to lift up to 30 pounds.

Motor Skills:

- Duties may involve close hand-eye coordination and physical dexterity.

Visual Skills:

- Ability to read, see, and differentiate between colors.

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