

**Town of Natick
Job Description**

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

Statement of Duties: Position plays an essential role in ensuring for the health and well being of individuals and families in Natick. As a part of the Human Services team, position helps to provide a safety net for all who call Natick home, regardless of age, income or circumstance. Duties include identification of resources and services to reduce risk, increase stability and ensure for the long-term success of individuals and families.

Supervision Required: Under the direction of the Director of Community Services, the incumbent work autonomously to assess and respond to referrals received by the Division. Work is carried out independently.

Accountability: Errors or omissions in work could have serious consequences for clients in so far as their at- risk circumstance results in a heavy reliance on employee’s skill and knowledge to reduce such risk.

Judgment: Position requires a high degree of independent judgment grounded in best case management/social work and intervention practices.

Complexity: Position is necessarily complex, requiring incumbent to possess thorough knowledge of resources and best practices in order to perform effectively.

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 conducted in private homes as well as in the office, requiring travel within the community. Stress is certain when dealing with human problems. At times prioritizing consumers and/or their needs will be necessary adding to the stress demands.

Nature and Purpose of Contacts: Position interacts with individuals, families, community professionals, and municipal staffs for the purpose of assessing and addressing needs of individuals at risk.

Occupational Risks: Duties generally do not present occupational risk. That said, employees must ensure compliance with best practices relating to personal safety and rely upon the assistance of public safety professionals where indicated.

Essential Functions:

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

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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 clients, families and professionals.
- Perform interventions including home visiting to assist those in need, to provide assessment, case management 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 assistance with application to various benefits and programs.
- Work collaboratively with public health, public safety and other professionals to coordinate delivery of services and intervention strategies.
- Maintain appropriate recording of all visits, phone contacts and collateral contacts; assist in the preparation of local and state reports, forms and surveys; maintain professional confidentiality of files and records.
- Keep abreast of new and existing resources, serve as a resource to other town departments; identify gaps in 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.

- **Bachelor's Degree in Gerontology**, human services or related field and three years experience in the delivery of human services, preferably in a community setting.
- **LSW** (Licensed Social Worker) or license eligible. I&R Certification or other relevant certification an asset.

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- Valid MA driver's license required and a reliable means of transportation.

Knowledge, Abilities and Skill

Knowledge:

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

Abilities:

- Case recording and documentation

Skill:

- Interpersonal/assessment/counseling skills.
- Skills of crisis intervention; time management; written/verbal communication; strong organizational abilities.

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.

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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.