

Town of Natick Job Description

Position Title:	Social Worker Coordinator Case Manager	Grade Level:	2
Department	Community Services	FLSA Status	Exempt
Reports to:	Senior Center & Community Services Director Assistant Director – Services and Outreach		

Statement of Duties: Position serves as a ~~social worker~~ case manager for those in need. Duties include: intake, needs assessment, and identification of resources and services to reduce risk, increase stability and ensure for the long-term success of a diverse community of individuals and families, including assisting with government benefit applications. ~~in the Natick Community. Coordinates assignments for those providing social work, and case management, and reviews referrals and/or intakes from the Information and Referral Specialists.~~ Coordinates responses received through the Information and Referral Line and keeps current information and referral data. As a State mandated reporter refers to the proper agency any case indicating elder abuse, neglect, self-neglect, or financial exploitation as defined by law.

Supervision Required: The employee is under the direction of the ~~Senior Center & Community Services Director~~ Assistant Director – Services and Outreach.

Supervisory Responsibility: The employee may provide supervision to volunteers providing direct service.

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

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

Complexity: This often-complex work involves a number of functional responsibilities including administrative, investigative, data collection, planning, analysis and risk assessment.

Confidentiality: All information regarding program clients is confidential. State law stipulates that all information about participants, including the fact that they are participants, is confidential and cannot be shared without the client's permission.

Work Environment: Work is done in an office environment and as needed in private homes, requiring travel within and in the community. The office environment is busy and interruptions can occur. The employee may spend lengths of time at a computer terminal, on a telephone and/or operating office equipment. The employee will be required to lift, carry files, documents, records, equipment, program materials and supplies.

Community Services Department
Case Manager
12/16/22

Town of Natick Job Description

Nature and Purpose of Contacts: Work is primarily with residents of all any ages, and their families. and friends. Offers support and guidance ~~Coordinates referrals~~ for residents in crisis. ~~Interaction~~ **Interacts** with community and government agencies, and town departments. ~~Advocacy~~ **Advocates** on behalf of clients either independently and/or with community and government agencies, which may require additional services, such as language translation, to complete this task.

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 ~~social work and~~ case management **services** to address identified needs of residents. Work involves intake, assessment, care plan or goal setting, case management, collaboration with families and collaterals, monitoring and evaluation.
- Coordinates referrals from community and **requests from the Information & Referral line Specialist**; determines assignments and screen outs.
- Performs home visiting **visits, when appropriate, to assess and analyze**, to provide short-term assistance needs, and/or crisis intervention, and analyzes needs when appropriate. Provides information and referral **Coordinates referrals for** 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, maintains an electronic community resource file.
- ~~Partners~~ **Communicates** with municipal, community, government and medical personnel as necessary, in developing a ~~care plan or~~ goals to ensure identified services are provided for Natick residents. Provides ongoing monitoring of ~~care plans~~ **goals** for quality and appropriateness; advocates as necessary on behalf of resident.
- Provides training and supervision for volunteers who provide direct service such as escorts, shopping assistance, telephone reassurance, and friendly visiting. Maintains service provision files and data.

Community Services Department
Case Manager
12/16/22

Town of Natick Job Description

- Maintains progress notes of all contacts, (client and collateral) ~~contacts~~; assists the Director in the preparation of local and state reports, forms and surveys; maintains professional confidentiality of files and records.
- Oversees a variety of services as determined by the Assistant Director – Services and Outreach in order to ~~the Care & Prepare, bulky waste, and support group services, chairs community support task force, is a member of the hoarding response team, leads emergency response planning and recommends~~ recommend and refer to appropriate services to meet documented emerging needs.
- 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 Social Services, Human Services, Sociology, Psychology or related field and a minimum of three years of relevant experience preferably in a human services agency.
- Demonstrated progressive professional expertise in coordinating social service delivery and accessing resources for individuals of all ages. ~~Crisis intervention experience preferred. LSW (Licensed Social Worker) required.~~
- Current AIRS Certification needed; if employee does not have certification, AIRS Certification must be obtained within 6 months of employment.
- Working knowledge of Microsoft Office and case management software.
- Valid MA driver's license required and a reliable means of transportation.

Knowledge, Abilities and Skill

- Knowledge of the human services network, and issues affecting residents of all ages and abilities.
- Knowledge and understanding of ~~state statutes, regulations, and other~~ community and government agency criteria to develop effective and appropriate referrals: goals and procedures.
- Working knowledge of community and regional social service agencies and organizations offering programs and/or resources across the age span.

Community Services Department
Case Manager
12/16/22

Town of Natick Job Description

- Ability to develop new and unique ways to respond to emerging needs of residents a diverse population.
- Ability to focus on client needs and respond to the needs of internal and external clients.
- Investment in working cooperatively and effectively with co-workers, volunteers and community members.
- (SUSAN: not sure what this means and if we need/want to keep it) Ability to lead and positively influence others to achieve results that are in the best interest of the Community Services department.
- Proven ability to develop new services.
- Experience working with volunteers.
- Interpersonal/interviewing/advising skills. _____
- Ability to respond to crisis situations. Skills of crisis intervention; required include, but are not limited to: 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.

Community Services Department
Case Manager
12/16/22

**Town of Natick
Job Description**

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.

Draft