

TOWN OF NORTHBOROUGH
JOB DESCRIPTION

| | | | |
|--------------------|------------------------------------|---------------|------------|
| JOB TITLE: | Social Worker | DATE: | March 2024 |
| DEPARTMENT: | Health and Human Services | GRADE: | 5 |
| REPORTS TO: | Health and Human Services Director | | |

DEFINITION

Under the general direction of the Health and Human Services Director and the guidance of the Youth Commission, this position provides professional social services to Northborough residents. The Social Worker will work closely with individuals and families facing social, emotional, economic, or health-related challenges, facilitating access to resources, support, and interventions. This role is pivotal in coordinating efforts with a wide array of municipal and community services, including but not limited to the Police Department, Fire Department, Library, Schools, Recreation, Senior Center, Department of Public Works (DPW), and other relevant organizations to ensure a holistic approach to health and wellness in the community.

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.

- Conduct individual and family needs assessments, encompassing social, emotional, health-related, and economic challenges. Develop, implement, and monitor personalized care plans, facilitating access to appropriate interventions, services, and supports.
- Actively coordinate with the Police Department, Fire Department, Library, Schools, Recreation, Senior Center, DPW, and other municipal and community services to ensure a holistic approach to addressing the needs of residents. Initiate and maintain effective partnerships with local and state agencies to leverage resources and services.
- Serve as an advocate for clients, navigating complex social service systems to secure necessary support. Empower clients by providing them with the information, resources, and guidance needed to make informed decisions about their care and services.
- Provide timely and effective intervention in crisis situations, employing de-escalation techniques and making critical decisions to ensure the safety and well-being of at-risk individuals.
- Design and implement outreach programs to engage the community, identify unmet needs, and promote available services. Conduct workshops, presentations, and training sessions to raise awareness about health and social issues, resources, and the department's services.
- Foster collaborative relationships with various stakeholders, including but not limited to healthcare providers, mental health organizations, educational institutions, non-profits, and government agencies. Coordinate multi-disciplinary team meetings to discuss complex cases and strategize interventions.
- Stay abreast of the latest social work practice, public health, and community services developments. Participate in professional development opportunities to enhance skills and knowledge. Provide mentorship and guidance to interns and volunteers, contributing to their educational and professional growth.

TOWN OF NORTHBOROUGH

JOB DESCRIPTION

- Collect, analyze, and report data on service utilization, client outcomes, and program effectiveness. Utilize findings to inform continuous improvement of services and interventions.
- Assist in identifying funding opportunities, preparing grant proposals, and managing grant-funded projects.

SUPERVISION RECEIVED

Works under the general supervision of the Health and Human Services Director, exercising significant independence in the execution of daily responsibilities and program management within the framework of department goals and community needs.

SUPERVISION EXERCISED

The Social Worker supervises the Community Outreach Worker, guiding their activities, ensuring their alignment with departmental objectives, and fostering professional development.

JUDGMENT AND COMPLEXITY

Requires high levels of judgment and discretion in handling sensitive and complex cases, with an emphasis on interdisciplinary collaboration and innovative problem-solving to address the multifaceted needs of the community.

NATURE AND PURPOSE OF CONTACTS

Maintains extensive interaction with various municipal departments, community organizations, and the public. These relationships necessitate strong communication, negotiation, and mediation skills to effectively coordinate services and advocate for clients.

CONFIDENTIALITY

Handles highly confidential information with discretion, adhering to legal and ethical standards related to privacy and client protection.

EDUCATION AND EXPERIENCE

Master's Degree in Social Work (MSW) or related field, with a strong preference for candidates possessing independent licensure as a Licensed Mental Health Counselor (LMHC) or Licensed Independent Clinical Social Worker (LICSW).

Minimum of two years experience in a social work or related role, with demonstrated skills in case management, crisis intervention, and community outreach. Experience working in a multidisciplinary environment and coordinating with various municipal and community services is highly desirable.

KNOWLEDGE, ABILITY, AND SKILLS

Knowledge: Comprehensive understanding of social work principles, community resources, and the social determinants of health. Awareness of state and federal regulations affecting social services.

Ability: To build client trust, navigate complex systems, and develop effective partnerships with other municipal and community services.

Skills: Exceptional communication, organization, and interpersonal skills. Demonstrated ability to work empathetically with diverse populations and carefully manage sensitive situations.

TOWN OF NORTHBOROUGH
JOB DESCRIPTION

WORK ENVIRONMENT

Primarily office-based, with community outreach components requiring travel to various locations within the town. Requires flexibility to attend meetings and events outside of standard office hours as needed.

PHYSICAL, MOTOR, AND VISUAL SKILLS

Physical Skills: Minimal physical demand is required to perform most work. You may be required to lift objects such as files, boxes of papers, office supplies, and office equipment weighing up to 30 pounds. When conducting inspections, more physical effort is required.

Motor Skills: Duties are primarily mental rather than physical, but the job may occasionally require minimal motor skills for activities such as moving objects and using office equipment, including but not limited to telephones, personal computers, handheld and scientific technology, and other office equipment.

Visual Skills: Visual demands require reading documents routinely for general understanding, analytical purposes, and observations.

The Town of Northborough is an Equal Opportunity/ Affirmative Action Employer. We assure you that your opportunity for employment with the town will be based only on your merit, without regard to race, religion, sex, age, national origin, or disability.