

**Town of Natick  
Job Description**

<b>52 Position Title:</b>	Social Worker	<b>Grade Level:</b>	2
<b>Department</b>	Community Services	<b>FLSA Status</b>	Exempt
<b>Reports to:</b>	Senior Center & Community Services Director		

**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 Council on Aging & 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 needs, resources and services to reduce risk, increase stability and ensure for the long-term success of individuals and families and outreach activities.

**Supervision Required:** Under the direction of the Social Worker Coordinator, the incumbent ~~work~~ responds to referrals received in order to assess, develop a plan or goal, monitor and evaluate client’s needs.. Work is carried out independently and/or with guidance from the Social Worker Coordinator.

**Supervisory Responsibility:** The incumbent may provide supervision to volunteers providing direct service or outreach activities.

**Accountability:** Errors or 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:** Position is often complex, requiring incumbent to assess risk, develop plans/goals, and possess thorough knowledge of resources, best practices in order to perform effectively.

**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 conducted in in the office environment, community locations and on occasion in private homes, requiring travel within the community. The office environment is busy and interruptions can occur. Incumbent may spend periods of time at a computer, on a telephone and/or operating office equipment. Incumbent will be required to lift, carry files, documents, records, equipment, program materials and supplies.

**Nature and Purpose of Contacts:** Position interacts with individuals, families, community professionals, and municipal staffs for the purpose of assessing, planning services and addressing needs of individuals at risk. Advocacy on behalf of clients independently and/or with community and government agencies.

Community Services Department  
Social Worker  
4/7/21

## **Town of Natick Job Description**

**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 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, outreach and case management targeting identified needs of residents. Work involves assessment; goal or care planning; case–management; collaboration with clients, families and collaterals; monitoring and evaluation.
- 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 government benefits and programs.
- Work collaboratively with clients, public health, public safety and other professionals to coordinate delivery of services.
- Maintain progress notes 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.
- Lead SNAP outreach activities and represent Community Services on local outreach committees and groups. Co-lead evidence based programs and facilitate identified support groups.
- 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.

Community Services Department  
Social Worker  
4/7/21

## **Town of Natick Job Description**

- LSW (Licensed Social Worker) or license eligible. I&R Certification or other relevant certifications an asset. Community outreach experience. Familiarity with government benefits programs.
- Valid MA driver's license required and a reliable means of transportation.

### **Knowledge, Abilities and Skill**

- Working knowledge of community and regional social service agencies and organizations offering programs and/or resources across the age span.
- Ability to develop new and unique ways to respond to documented emerging needs of residents.
- Investment in working cooperatively and effectively with co-workers, volunteers and community members
- Ability to collaborate with others to achieve results that are in the best interest of assigned clients.
- Knowledge and understanding of state statutes, regulations, department goals and procedures and other community agency criteria to develop effective and appropriate referrals.
- Interviewing/assessment/ advising skills.
- 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.

Community Services Department  
Social Worker  
4/7/21

## **Town of Natick Job Description**

### **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.*