

## **Adult and Senior Services Social Worker**

### **Position Purpose:**

The purposes of this position are to assess, plan, implement, coordinate, monitor, and evaluate the support systems, options and services required to meet the needs and values of Hebron's adults, including disabled persons 18 years of age and older, and senior citizens. The position is characterized by person-centered advocacy, communication, direct observation, education, service facilitation, risk management, and resource management that promotes quality and cost-effective interventions and outcomes; works to ensure that individuals reach their optimum level of wellness, autonomy, self-management, and functional capability through the coordination of available and appropriate resources. An Adult and Senior Services Social Worker is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her direction and control. This position will provide services through Hebron's Senior Center.

### **Supervision:**

*Supervision Scope:* Responsible for identifying residents 18 years of age and older who may be in need of support services, and the availability of appropriate Federal, State, and local programs . Responsible for advising residents, family members and caregivers of potential needs and service availability, developing appropriate referral resources and providing counseling services within his/her scope of licensed capabilities.

*Supervision Received:* This person works under the general and specific supervision of the Senior Services Director concerning clients, programs and services. The position is subject to review and evaluation according to the Town's personnel policies and procedures.

*Supervision Given:* S/he may assist with or coordinate available resources and services on behalf of clients, confirm appropriate service delivery, perform mandatory reporting, and take such other actions as necessary to promote the health, safety and welfare of residents 18 years of age and older. Provide appropriate supervision for Social Work, Gerontology, and Human Services Interns and fulfill all related requirements.

### **Job Environment:**

S/he works in typical office, social services locations and resident home environments and conditions using standard office automation and other equipment alone and in coordination with others under all prevailing weather conditions; s/he regularly operates a motor vehicle in all typical weather conditions and may be required to be transported to client residences and/or service locations during emergencies.

### **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.)*

- Provides information, referral, and assistance enabling adults to access public and private benefits, services, and entitlements (e.g., Federal, State, and private benefit and health insurance programs, including, but limited to Social Security, SSI, SSDI, Medicare, Medigap insurance, Medicare Savings Program, Medicaid, Health Reinsurance Plans, Affordable Care Act Health Plans, prescription assistance, long-term care insurance, SNAP benefits, utility assistance programs, VA benefits, tax relief, consumer protection, housing, etc.).
- Interviews clients, their family members, and/or their caregivers in the appropriate setting including in the home, by telephone, etc. gathering appropriate information related to the client from all relevant sources.
- Obtains and documents assessment information in accordance with the Health Insurance Portability and Accountability Act's (HIPAA) privacy rules.
- Identifies high risk factors, barriers to goals, and strengths that will assist/impede the client in achieving objectives. Develops comprehensive, cost-effective, case management plans that address all pertinent areas of the assessment with measurable, time specific and attainable goals set by the client and/or in conjunction with identified decision makers. Makes appropriate arrangements and/or referrals, monitoring efficacy, re-evaluating at timely intervals, and modifying the care plan as indicated.
- Maintain confidential, organized and detailed documented case files for each client with appropriate follow-up through resolution and closing.
- Provide community outreach through educational articles, news/media releases, brochures, public speaking, facilitating workshops/support groups, development of other informational materials, social media, and networking with local resources.
- Assists with scheduling for the elderly and disabled transportation program
- Assists with coordination and management of volunteer opportunities
- Performs similar or related work as required or as the situation dictates

### **Physical and Mental Effort:**

While performing the functions of this job, the employee is required to sit, stand, stoop, and walk for varied durations; is frequently required to talk and listen; uses hands to finger, handle, or feel objects, tools, or controls; reaches with hands and arms; kneels and bends to work on projects or with equipment and tools; specific vision abilities required include close, color and distance vision, peripheral and depth perception and the ability to adjust focus; ability to operate motor vehicles, tools and office equipment efficiently in a skilled manner; ability to lift up to 30 lbs. and over 30 lbs. with assistance; must be able to hear normal sounds, distinguish sound as voice patterns and communicate through human speech using commonly understood American English.

## **Minimum Required Qualifications:**

### **Education Training and Experience:**

Applicants for this position must have a Master's in Social Work degree from an accredited college or university and one year of relevant experience preferably with a concentration in adult services, disability services and/or gerontology or an equivalent combination of education, training and experience, as determined by the Town of Hebron. Prior experience, education or training in public benefits, legal or insurance fields, governmental agency or professional business is extremely desirable.

### **Special Requirements:**

Applicants for this position are required to have a demonstrated knowledge of social services processes and ability to relate well with all adults, including adults with disabilities and older individuals and groups whose members are similarly comprised. A person in this position must have and maintain a current valid motor vehicle operator's license; A person in this position must be able to pass a background check as specified by the Town of Hebron and maintain a history free of any criminal convictions; may be required to take and successfully complete additional training in applicable programs related to the population being served, tools and equipment, and safety policies and procedures; must be able to work occasional evenings, and weekends as assigned.

### **Knowledge, Ability and Skill:**

*Knowledge:* An excellent knowledge of the theories, principals and practices of working with adults, adults with disabilities and the older adults, the potential social, emotional and physical needs of the targeted population, program planning, administration, supervision, promotion and control;

*Ability:* An ability to communicate orally and in writing clearly, concisely effectively; an ability to develop, administer, coordinate, supervise, deliver and analyze social service programming; an ability to evaluate the appropriate use and acquisition of materials, adaptive tools, equipment and facilities relative to the needs of adults, adults with disabilities and older adults; an ability to develop and maintain effective and appropriate working relationships with the public, employees, contractors, suppliers and program participants; an ability to effectively and appropriately evaluate and make operational judgments regarding client needs, programs, facilities, materials, equipment, supplies and the involvement of adult participants, their families, caregivers, other public officials or employees; must develop and maintain an ability to work effectively with the Senior Center's computer applications and business procedures;

*Skill:* Has skills in the development, initiation, promotion, supervision and conduct of a broad range of group and individual activities and services to respond to the needs and interests of adults, including adults with disabilities and older adults, their families, and caregivers; is proficient in the use of standard office equipment and in the use of Microsoft Office® office automation applications and in particular Word™, Excel™, and Publisher™.

*(This job description does not constitute an employment agreement between the employer and the employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs and requirements of the job change.)*