

## **Community Services Coordinator**

### **Definition**

Professional and administrative work associated with facilitating access to social services for all age groups within the Boxborough community by providing residents with information, guidance and referrals. Work includes assessing individual needs and referring clients to the appropriate resources for assistance; preparing reports and correspondence; responding to inquiries, requests, and complaints; maintaining and updating files and records; providing follow up as needed; and performing a variety of related administrative and support responsibilities.

### **Distinguishing Characteristics**

Employee works under the general direction of the Board of Health and under the administrative direction of the Town Administrator within policies established by the Board of Selectmen and Board of Health. Employee plans and prioritizes work independently, in accordance with standard practices and previous training. Employee is expected to solve most problems or unusual situations by adapting methods or interpreting guidelines accordingly. Instructions for new assignments or special projects usually consist of statements of desired objectives, deadlines and priorities. Technical and policy problems or changes in procedures are discussed with supervisor. Employee may be required to work beyond normal business hours as needed to complete required duties. Employee has access to confidential personal information of clients. The position requires the employee to exercise courtesy, tact, diplomacy and empathy in dealing with a diverse population.

### **Job Environment**

The work requires examining, analyzing and evaluating facts and circumstances surrounding individual problems, situations or transactions, and determining actions to be taken within the limits of standard or accepted practices. Guidelines include a large body of policies, practices and precedents which may be complex or conflicting at times. Employee uses judgment to analyze specific situations and determine appropriate actions. Employee is expected to weigh efficiency and relative priorities in conjunction with procedural concerns in decision making. Assignments typically concern such matters as studying trends in the field for application to the work; assessing situations and recommending appropriate resources.

Errors can result in a delay or loss of service.

The position has constant contact with the public, performs case management duties including conducting assessments, making referrals, and providing follow up. Other contacts are with other town departments, and state and local agencies for the purpose of maintaining a network of resources and referrals, answering inquiries and complaints, giving or receiving information, and/or explain policies and procedures. Contacts occur in person, in writing and on the telephone.

## **Position Functions**

*The essential functions or duties listed below are intended only as illustration 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 work is similar, related, or a logical assignment to the position.*

## **Essential Functions**

1. Makes assessments of residents; identifies individuals/families in need of services; receives information and referrals from outside agencies regarding potential clients and provides follow up as appropriate.
2. Provides outreach, advocacy, and referral services to all diverse segments of the Boxborough population.
3. Conducts casework interviews with clients, family members, service providers, employers and others to obtain information for formulating program/service eligibility and case status
4. Identifies psychosocial, economic and physical needs of clients; assesses and reassesses client's support systems, available community resources and other factors to plan, develop, and implement an appropriate service plan.
5. Develops and implements a case plan that presents intervention strategies to meet client needs including alternative placement, job training, socialization, nursing services, legal and medical intervention and financial assistance according to State and federal regulatory guidelines and budget limitations.
6. Provides ongoing case management services by conducting home visits, monitoring delivery of services and quality of care, and reassessing client needs including ongoing eligibility for services; tracks client progress and well-being, evaluates case plan effectiveness, and effectively manages resources; prevents conflicting case plans and duplication of services.
7. Refers clients to appropriate community medical, emotional, economic and social support organizations; advocates for or assists the client in obtaining such services.
8. Provides basic intervention as required; provides crisis intervention to include responding to emergency calls; reports instances of neglect or abuse to the appropriate authorities; utilizes appropriate controls for individuals who may be aggressive, combative or hostile by following established protocols and policies.
9. Prepares complete and accurate case notes; writes correspondence, reports and other written materials; may prepare statistical reports and summaries; inputs data. Maintains current, accurate, and confidential records on all clients.
10. Explains agency and program rules, regulations and procedures; assists clients in completing required forms and in gathering necessary documentation.

11. Confers with other town of Boxborough service providers including the Council on Aging, Veterans Agent, School, EMT, Fire and Police Departments, regarding cases and scheduling and to coordinate activities.
12. Contributes to the efficiency and effectiveness of the unit's service to its customers by offering suggestions and directing or participating as an active member of a work team.
13. Develops an information and referral network with various agencies, corresponds with representatives to obtain information and assistance or to refer clients for services.
14. Schedules appointments for home or office visits to assess the client's need for various services.
15. Arranges for the transportation of clients to appointments with various agencies and acts as an advocate for the client.
16. Coordinates clients with the completion of forms and applications in order to receive supplemental services or other benefits.
17. Provides follow up services to ensure that the client's needs are being met, ensuring for the adequacy of assistance.
18. Attends seminars and conferences related to services to remain abreast of current information in the field.
19. Performs other duties inherent to the position of Community Services Coordinator.

## **Recommended Minimum Qualifications**

### **Physical and Mental Requirements**

The employee works in a moderately noisy office setting, and conducts home visits as needed. Employee is exposed to outdoor weather conditions and unsanitary living conditions at times. Employee is required to sit, talk or listen/hear, use hands, and reach with hands and arms, stand, walk, climb, balance, and taste or smell some of the time. The employee seldom lifts up to 10 pounds. The position has normal vision requirements. Equipment operated includes automobile, medical equipment, office machines, and computers.

### **Education and Experience**

Training equivalent to a Master's Degree in Social Work or a closely related field and three years of case work experience in a social service agency, health care facility or an equivalent combination of education and experience.

### **Special Requirements**

A valid Massachusetts driver's license or equivalent. Social worker, or provisional license issued by the State Board of Examiners for Social Workers.

## **Knowledge, Skills and Abilities**

Must have knowledge of:

- Principles and practices of social work and case management techniques used in the assigned program arena.
- De-escalation and crisis intervention techniques.
- Techniques for dealing with a variety of individuals from various socio-economic, ethnic and cultural backgrounds, in person and over the telephone.
- Contract administration and compliance.
- Current information pertaining to the symptoms, control, treatment, and effects of substance abuse, mental illness and family dynamics in families dealing with chronic illness.
- Public and private social services providers within the community and community resources and programs available to clients with identified needs.
- Collaborative case planning.
- Computer applications related to the work including proficiency in Microsoft Word and Excel, and use of basic Access applications.
- Record keeping principles and practices; correct business English, including spelling, grammar and punctuation.
- Programs and eligibility requirements for the Social Security Administration, Veterans Administration, State Medicaid, County Social Service and Food Stamps, and other relevant programs.
- Federal, state and local laws, regulations, policies, programs and department operations.

Skill in:

- Effective communication both orally and in writing, including advanced interviewing skills.
- Listening, observing, and assessing a situation.
- Psychosocial assessment skills.
- Organizing and prioritizing work and scheduling clients.

And the ability to:

- Analyze, interpret, apply and explain applicable complex laws, codes, regulations and procedures.
- Assess cases appropriately and utilize the most appropriate community resources to provide effective client services.
- Prepare clear and concise reports, correspondence and other written materials.
- Operate a computer and software applicable to the position, including word processing and spread sheet applications in an accurate manner.
- Use initiative and independent judgment within established procedural guidelines; organize own work, set priorities and meet critical deadlines.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Communicate exceptionally well orally, in writing and over the telephone.

- Establish and maintain harmonious working relationships with others; work effectively with all age groups.
- Organize care-giving support groups.

*The duties listed above 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. This position description does not constitute an employment agreement between the Town and the employee and is subject to change by the town as the needs of the Town and requirements of the job change.*

Position description received by: \_\_\_\_\_ Date: \_\_\_\_\_