

<p style="text-align: center;"><b>Suffield Community Aid</b> <b>Outreach Social Worker – Full-time</b></p>
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**Reports to:** Executive Director

**Job Purpose:**

Promote the health and well-being of Suffield's residents by providing social work and outreach services to seniors, disabled adult residents as well as individuals and families in need of economic, social, physical and/or emotional stability.

**Primary Job Function:**

- ◆ Working in partnership with clients, family members and caregivers, assesses the extent of independent functioning, informal and formal support systems, environment, safety, needs for additional services and resources and coordinates services available to meet identified needs. Conducts both in-office visits and home visits as appropriate to meet the needs of the client.
- ◆ Provides case management, needs assessment, information and referral services to agency clients. Monitors and modifies services on an on-going basis.
- ◆ Maintains working knowledge of applicable policies, programs and services for population served. Keeps abreast of changing legislation affecting seniors, disabled adults and individuals and families in need.
- ◆ Advocates on behalf of clients to assist them in meeting their needs. Assists in applying for federal, state and locals services and benefits.
- ◆ Makes appropriate referrals, coordinates with service providers to ensure the provision of necessary services, while cognizant of preserving client confidentiality and autonomy.
- ◆ Maintains an outreach focus in order to locate and service those residents who are less visible and less vocal in the community. Coordinates support groups and educational forums to benefit clients, their families and caregivers, and the community at large.
- ◆ Fosters linkages with organizations, agencies and businesses in the community.
- ◆ Utilizes a variety of approaches and media to get information out to the community, including desk top publishing, press releases and public speaking engagements.
- ◆ Maintains appropriate statistics, case notes and files through the use of an electronic database all while preserving confidential data.

- ◆ Responds to referrals from other Town departments, members of the community and concerned persons.
- ◆ Responds to inquiries from residents in need of information and referral and/or one-time assistance.
- ◆ Responds to crisis referrals by coordinating in a timely fashion with Protective Services, the Police Department, Mental Health Crisis Services and/or other appropriate parties.
- ◆ Assist in the coordination and delivery of SCA's local programs, including, but not limited to, screening for camperships, Food Pantry, Fuel, Holiday Programs, Meals-On-Wheels, etc.
- Serve as Suffield's "Municipal Agent for the Elderly" and participates in short/long term planning to meet the elderly services needs of the community.
- ◆ Coordinates the Friendly Caller/Visitor/Shopper Program, including, recruitment, orientation, training and on-going supervision of volunteers.
- ◆ Maintains updated "At-Risk List" identifying vulnerable members of our community.
- ◆ Participates in professional organizations to remain current in the field.

**Additional Job Responsibilities:**

- ◆ Provide program and administrative support where needed.
- ◆ Assist in developing, implementing, maintaining and evaluating various SCA programs and services.
- ◆ Performs related work as required.

**Knowledge, Skills and Abilities:**

- ◆ Extensive knowledge of the network of programs and resources for elders with a thorough understanding of the means to access services.
- ◆ Ability to work safely with a vulnerable population.
- ◆ Knowledge of casework practices and general knowledge of the various economic, physical, psychological and social forces that affect the lives and behavior of individuals and families.
- ◆ Skill and ability to perform general social work practice including engagement, assessment, intervention, monitoring and evaluation. Excellent crisis intervention skills.
- ◆ Ability to demonstrate good judgment, empathy, sensitivity and flexibility.

- ◆ Strong knowledge of current technology, including, but not limited to Microsoft Office, Excel and PowerPoint.
- ◆ Ability to work independently within the community as well as cooperatively with department staff and other organizations and agencies.
- ◆ Proficiency in written statements and public speaking.
- ◆ Ability to deal effectively with the public, Town officials, Board Members and professional associates.
- ◆ Ability to work in a busy office setting, multitasking with frequent interruptions.
- ◆ Ability to perform duties outside a traditional office setting, within a client's home or other location as required.
- ◆ Ability to prepare and maintain external and internal reports with accuracy.

**Other Duties:**

Please note this job description is not designed to cover or contain a comprehensive listing of functions, activities, duties or responsibilities that are required of the employee for this job. Functions, duties, responsibilities and activities may change at any time with or without notice.

**Required Qualifications:**

Bachelor's Degree in Social Work or related field required. Master's degree preferred. Three years' work experience with seniors, disabled adults and/or financially at risk individuals and families in a similar setting, ability to work independently; have strong interpersonal, communication, organization and problem solving skills.

**License/ Certification**

Possession of a valid driver's license

**Physical/Mental Exertion/Environmental Conditions:** Works in office setting subject to continuous interruptions and background noise. Includes exposure to computer screens on a daily basis. Will be required to lift medium to heavy boxes and medical equipment. Must be able to work under stress from demanding deadlines and changing priorities and conditions. There is some in-state travel and occasional after hour meetings and events.

**EEOC Statement:**

It is the policy of Suffield Community Aid to provide equal employment opportunity to all persons regardless of age, color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, or any other characteristic protected by federal, state or local law. In addition, Suffield Community Aid will provide reasonable accommodations that do not present an undue hardship for qualified individuals with disabilities.

