



TOWN OF BLOOMFIELD

Council-Manager Government Since 1941

Open Position

SENIOR SOCIAL WORKER

\$41.84 hourly

The purposes of this position are to evaluate the needs of the various populations served by the department and seek appropriate resources to provide the appropriate solutions to the needs of adults, families and older adults. Such services and resources include, entitlement programs, fuel assistance, mental health and substance use services, CHOICES counseling, crisis intervention, etc. The Senior Social Worker is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her direction and control.

Minimum Qualifications

Must have a Master's Degree in social work or a related field plus two (2) years of experience as a social worker or direct social services provider; or a bachelor's degree in social work or related degree from an accredited college plus more than five (5) years of experience as a social worker or direct social service provider. Suitable experience may be substituted for educational attainment if deemed appropriate by the Director or her/his designee. Must have and maintain Valid CT Driver's License.

Selection Process

All appointments and promotions shall be made according to merit and fitness for performing the functions of the position, including factors such as education, experience, aptitude, knowledge, character, ethics, or other qualifications that would determine the best candidate for the position. Examinations may include written, oral, physical, or performance tests or any combination of the various types of examinations. Town of Bloomfield conducts pre-employment physical, drug testing, DCF background, state and federal criminal history and background investigation, including fingerprints.

Applications

Applications may be obtained from the Department of Human Resources, 800 Bloomfield Ave., Bloomfield, CT 06002, or on our website at www.bloomfieldct.org and **must be submitted to Human Resources along with a resume and cover letter** no later than Friday, July 10, 2022. **Applications accepted ONLY by mail, email – sdaley@bloomfieldct.org or at the Human Resources Department.**

Town of Bloomfield is an affirmative action/equal employment opportunity employer. Minorities, women & persons with disabilities are encouraged to apply. Persons with a disability who may need this information in an alternative format or who may need accommodations during the testing procedure should contact the HR Department at 860-769-3544.

Posted: 6/15/22

TOWN OF BLOOMFIELD

SENIOR SOCIAL WORKER

Department: Social & Youth Services

Non-Exempt

Grade: ZU-12

Position Purpose:

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Supervision:

Supervision Scope: Performs varied and responsible professional and administrative duties requiring a strong knowledge of financial and emergency services available within the region; reviews cases with other staff to determine appropriate resources and services to provide.

Supervision Received: Works under the general direction of the Director of Social & Youth Services following professional standards, procedures and policies.

Supervision Given: May supervise Social Worker or provide instruction during Director's absence.

Job Environment:

Administrative work is performed in a moderately noisy office with regular interruptions during the day from the public via telephone or in person; occasionally required to perform visits to clients under possible adverse weather conditions, including extreme hot and cold; occasionally driving to clients' homes.

Requires the operation of a motor vehicle, cellular and other telephones, personal computers, copiers, facsimile machines, and other standard office equipment.

Makes frequent contact with clients and service providers, Town staff, many regional and state agencies; agencies and service providers include: Court System, DCF, Energy Assistance Programs, housing authority, elderly service, State Department of Social Services, Eviction/Foreclosure services, hospitals, schools, utility companies, counseling agencies, Social Security Administration, etc. Communication is frequently in person, by telephone, fax, email, and in writing. Contacts require a high level of professionalism and confidentiality.

Errors in judgment or omissions could result in legal ramifications.

Essential Job 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.)

- Conducts thorough intakes with residents, advises clients of available resources, refers clients to appropriate services and programs, and assist clients with applications for state and federal programs. Secures information such as medical, psychological, financial and social factors contributing to client's situation to determine best course of action. May have to obtain official records such as school records, employment records, and medical records to assist clients with completing applications.
- Screens and accepts applications for appropriate Town, State, Federal and private programs and services.
- Provides hands-on service to older adults to assist with Medicare questions, home care services, forms, etc.
- Maintains an active caseload, keeps and maintains confidential client records, develop and maintain list of resources available, follow up with clients via phone or home visits.
- Assists department with the administration of various social service programs provided by the Town such as renters rebate program, holiday distribution, food bank, annual school - book bag distribution, etc.
- Provides training programs as needed and refers clients to training programs to meet their needs.
- Provides crisis intervention services and makes referrals to appropriate agencies such as Red Cross, Salvation Army, state agencies, regional agencies, etc.
- Maintains local food bank by distributing food, acquiring food donations, stocking shelves, determining eligibility of clients, preparing holiday baskets, etc.
- Provides education and guidance around financial management, housing options and benefits/services.
- Addresses hoarding cases and works with homeless/displaced residents following established protocols where such protocols exist.
- Provides counseling services to youth, which may entail self-esteem issues, behavior issues, goal setting, etc.
- Provides training and instruction to Social Worker as needed, handles social workers caseload during absences.
- Available after normal hours (including evenings and weekends) to respond to town-wide emergencies and client crisis assistance; as well as after-hours programs and activities
- Under direction by the Director, assists with operation of Town's shelter or mass care facilities during emergencies or evacuations.
- Submits oral and written reports to Town officials and state agencies as required.

Other Functions:

- Provides a variety of other social work duties as assigned or as deemed necessary and beneficial.
- Continues professional development; maintains knowledge of resources to serve clients.
- Assists other department staff as needed to promote a team effort to serve the public.

Minimum Required Qualifications:

Education, Training and Experience:

Must have a Master's Degree in social work or a related field plus two (2) years of experience as a social worker or direct social services provider; or a bachelor's degree in social work or related degree from an accredited college plus more than five (5) years of experience as a social worker or direct social service provider.

Special Requirements:

Must have and maintain Valid CT Driver's License.

Knowledge, Ability and Skill:

Knowledge: Thorough knowledge of the principles and practices of modern professional and social work methods such as intake processes, counseling, assessments, etc.; thorough knowledge of State Statutes and eligibility requirements for public assistance programs as well as legislation relating to the aging, youth, disabled and other social services; thorough knowledge of available town, state, federal and private resources available to all program applicants; knowledge of appropriate computer systems.

Ability: Ability to work with residents who display a range of personality types and behaviors, including residents with cognitive dysfunction, psychiatric illness, substance use disorder, anger/outbursts and lack of impulse control. De-escalation skills are critical; ability to recognize and identify problems, crisis and treatment plans; ability to prioritize problems and clients to determine which issues need to be addressed first; ability to maintain working relationships with clients, state and regional agencies, etc.; ability to enforce rules, understand regulations of programs and assist with appropriate applications; ability to multitask; ability to maintain confidential records; ability to prepare reports in oral and written form; ability to use computer systems and data bases; ability to instruct staff as needed.

Skill: Excellent verbal and written communication skills; aptitude for working with and explaining laws and regulations to people; aptitude for working with people and maintaining effective working relationships with various groups; problem solving skills; aptitude for working with paperwork and details; skill in using the above mentioned equipment.

Physical and Mental Requirements:

Work Environment

	None	Under 1/3	1/3 to 2/3	Over 2/3
Outdoor Weather Conditions			X	
Work in high, precarious places	X			
Work with toxic or caustic chemical	X			
Work with fumes or airborne particles	X			
Non weather related –extreme heat/cold	X			
Work near moving mechanical parts	X			
Risk of electrical shock	X			
Vibration	X			
Other-				
Other-				
Other-				

Physical Activity

	None	Under 1/3	1/3 to 2/3	Over 2/3
Standing		X		
Walking			X	
Sitting				X
Talking & Hearing				X
Using hands/fingers to handle/feel			X	
Climbing or balancing	X			
Stooping, kneeling, crouching, crawling		X		
Reaching with hands and arms		X		
Tasting or smelling	X			
Bending, pulling, pushing		X		
Other-Driving		X		
Other-Describe				

Lifting Requirements

	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds			X	
Up to 25 pounds			X	
Up to 50 pounds		X		
Up to 75 pounds	X			
Up to 100 pounds	X			
Over 100 pounds	X			

Noise Levels

	None	Under 1/3	1/3 to 2/3	Over 2/3
Very Quiet (forest, isolation booth)	X			
Quiet (library, private office)		X		
Moderate noise (computer, light traffic)				X
Loud Noise (heavy equipment/traffic)	X			
Very Loud (jack hammer work)	X			

Vision requirements

- ☒ Close vision (i.e. clear vision at 20 inches or less)
☒ Distance vision (i.e. clear vision at 20 feet or more)
☒ Color vision (i.e. ability to identify and distinguish colors)

- ☒ Peripheral vision (i.e. ability to observe an area that can be seen up and down or left and right while the eyes are fixed on a given point)
- ☒ Depth perception (i.e. three dimensional vision, ability to judge distances and spatial relationships)
- ☐ No special vision requirements

Competencies:

To perform the job successfully, an individual should demonstrate the following competencies:

Analytical - Collects and researches data; Uses intuition and experience to complement data.

Design - Generates creative solutions; Demonstrates attention to detail.

Problem Solving - Identifies and resolves problems in a timely manner; Develops alternative solutions; Works well in-group problem-solving situations; Uses reason even when dealing with emotional topics.

Technical Skills - Strives to continuously build knowledge and skills.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Able to read and interpret written information.

Teamwork - Contributes to building a positive team spirit; Puts success of team above own interests.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

Cost Consciousness - Works within approved budget; Conserves organization's resources.

Diversity - Shows respect and does not discriminate based on race, ethnicity, color, religion, sex, sexual orientation, gender identity or expression, age, disability or any other characteristic protected by law; Promotes a harassment-free environment.

Ethics - Treats people with respect; Inspires the trust of others; Works with integrity and ethically; Upholds organization's values.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values.

Strategic Thinking - Understands organization's strengths & weaknesses.

Judgment - Exhibits sound and accurate judgment; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation ~ Demonstrates persistence and overcomes obstacles.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Sets goals and objectives.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity - Completes work in timely manner; Works quickly.

Safety and Security - Observes safety and security procedures; Reports potentially unsafe conditions; Uses equipment and materials properly.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Looks for and takes advantage of opportunities; Asks for and offers help when needed.

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