

Medford

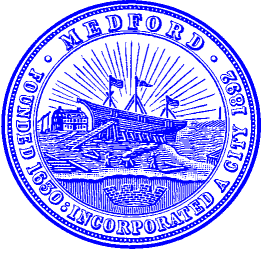
Medford City Hall
85 George P. Hassett Drive
Human Resources Department, Room 204
HR: 781-475-5640 - Fax: 781-393-9489

<u>POSITION:</u>	Social Services Coordinator	Posted: September 4, 2024 Open Until: September 27, 2024
<u>DEPARTMENT:</u>	Health, Office of Prevention & Outreach	
<u>HOURS OF WORK:</u>	Full Time (35 hours/weekly) (M, T, Th 8:30-4:30, W 8:30-7:30, F 8:30-12:30). Flexibility in working outside of normal business hours as required.	
<u>SALARY:</u>	Non – Union CAF 11 (\$1,335.97 to \$1,591.12 per week)	

BASIC FUNCTION: The Social Services Coordinator will play a crucial role in our Health Department, working closely with individuals and families facing social, emotional, economic, or health-related challenges. The Social Services Coordinator will help plan and implement Medford's comprehensive Social Services program.

RESPONSIBILITIES: **Below is a sample of the types of responsibilities for this position. A full job description is available upon hire.**

- Serve as an advocate for residents, assisting them with navigating complex social service systems to secure necessary support. Provide residents with the information, resources, and guidance needed to utilize existing support services. Advocate for residents and families to help them access services and resources.
- Conduct individual and family needs assessments encompassing social, emotional, health-related, and economic challenges. Develop, implement, and monitor personalized care plans, facilitate access to appropriate interventions, services, and supports. (or: Conduct individual and family needs assessments encompassing social, emotional, health-related, and economic challenges. Develop, implement, and monitor personalized care plans while also facilitating access to appropriate interventions, services, and supports)
- Foster collaborative relationships and provide support to various stakeholders, including but not limited to Health inspectors, Police, Fire, Office of Diversity, Equity and Inclusion, Office of Community Development, Schools, healthcare providers, mental health organizations, non-profits, and government agencies.
- Work with Manager of Outreach & Prevention to plan and implement Medford's comprehensive Social Services program. Lead initiatives to provide coordinated efforts between municipal and community services.
- Design and implement outreach programs to engage the community, identify unmet needs, and promote available services. Conduct workshops, presentations, and training sessions to raise awareness about health and social issues, resources, and the department's service.
- Help provide support and guidance for Medford's Recovery Coach. Work with Recovery Coach to support residents in harm-reduction, pre-contemplation, accessing detox, treatment, and recovery resources.
- Support health inspectors by accompanying them on challenging housing cases. Provide assistance to residents during and after inspections, particularly regarding mental health, hoarding, emergency economic assistance, etc.
- Coordinate multidisciplinary team meetings to discuss complex cases and strategize interventions. Co-facilitate weekly HUB meetings. Address the needs of the City of Medford's most at-risk and vulnerable residents and coordinate appropriate service providers to provide acute wrap-around services.
- Provide mandated reports when abuse is suspected (child, disabled adult, elder) and safety assessment when domestic violence is reported. Files reports as indicated.



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- Performs all other work requested by the Manager, Department Head, Mayor or designee.

EDUCATION & EXPERIENCE:

Minimum Qualifications:

- Bachelors degree in Social Work, Counseling, Human Services or a related field.
- At least 3 years of professional work experience as a social worker or case manager.

Preferred Qualifications:

- Master's degree in social work, counseling, human services, or related field
- Ability to speak and/or understand more than one language fluently.
- Possession and Maintenance of a valid State Driver's license.
- Experience working with historically marginalized groups.
- Ability to demonstrate cultural competence and cultural humility.

KNOWLEDGE, SKILLS & LICENSES:

- Knowledge of social service support systems including but not limited to Behavioral Health referral systems, Substance Use treatment & Recovery, Mass Health Enrollment, SNAP Benefits, Emergency Housing Resources, DTA, Fuel Assistance, etc.
- Ability to work independently; ability to prepare and organize presentation materials; Ability to travel to off-site locations; ability to meet and deal with the public effectively and appropriately. Must be able to communicate effectively and work with the vast population of the city especially those with a wide-range of abilities

PHYSICAL REQUIREMENT:

- While performing the duties of this job, the employee is regularly required to sit, stand, walk, bend, talk or hear. The employee is regularly required to use hands to finger, handle, feel or operate objects, including office equipment or controls, and to reach with hands and arms. The employee is required to work in an office setting. The employee may need to work in inclement weather and around noise that may register above a normal office environment. must be able to lift at least 25 lbs.

ADDRESS ALL COVER LETTERS AND RESUMES TO
Human Resources Department
City of Medford – Room 204
85 George P. Hassett Drive
Medford, MA 02155

Or send cover letter and resume with the job title in the subject line to
jobs@medford-ma.gov

For the posting, please visit the City of Medford's website – www.medfordma.org

The City of Medford is an Equal Opportunity/Affirmative Action/504 Employer Residents of the City of Medford, Women, People of Color, Veterans and Persons with Disabilities are encouraged to apply.