



## TOWN OF HOPKINTON JOB DESCRIPTION

<b>Title:</b> Social Worker/Program Coordinator	<b>Classification:</b> Professional
<b>Department:</b> Youth and Family Services	<b>Grade:</b> 9
<b>Reports to:</b> Youth & Family Services Director	<b>FLSA Status:</b> Exempt
<b>Effective Date:</b> 09/2023	<b>Union Status:</b> Non-represented

### Summary

Under the direction of the Youth and Families Services Director, this position provides clinical and programmatic work in fostering the healthy development and growth of Hopkinton's youth and their families and in the implementation of related programs and services. Performs coordination of Behavioral Health and Wellness Initiatives for the Town of Hopkinton Youth & Family Services (HYFS). This role includes planning, guiding and implementing action plans based on needs-assessments and HYFS strategic plan, leading to long-term involvement of community institutions, organizations and individuals for a healthier community. This role also includes clinical counseling with children and adolescents, providing caregiver support and the maintenance of a clinical caseload when needed. Works with diverse populations to ensure that all residents have equitable access to culturally appropriate services.

### 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.*

### Program Coordination

Develops programs based on HYFS strategic plan and ongoing community assessment in collaboration with the Director and department staff; recommends and develops culturally competent programs to meet community needs. Promotes and publicizes services to ensure utilization. Develops rapport with youth and families to encourage use of services through workshops, educational events, and local media.

Communicates effectively to promote collaboration, resource development and problem solving to further the Behavioral Health and Wellness of the Town of Hopkinton through coordination and consultation with town departments, boards/committees, coalitions/community partnerships, mental health alliances, hospitals, foundations, courts, human service professionals, youth task forces and other non-town agencies to meet community health-related goals related to youth and families. Coordinates and facilitates youth and adult task force membership and meetings.

Identifies, develops, and coordinates community education programs and educational materials for residents on topics related to youth and family behavioral health, program information and related social services. Develops, analyzes, and assembles culturally competent educational resources for residents. Trains staff and community members in evidence based programs as trained, when assigned/requested. Coordinates content with HYFS Director and staff for monthly HYFS electronic newsletter; Maintains social media accounts for HYFS department.

### Clinical:

Provides direct clinical services to Hopkinton children, individuals and families through duties including but not limited to providing: parent consultation; crisis intervention; information about and



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referral to behavioral health resources, supports and services; coaching; short-term individual, group and family counseling; and through consultation to organizations or town departments. Maintains, develops and completes confidential case records, notes, assessments, case formulations, treatment goals, reports and treatment plans.

**Case Management:** Backstops case management services in collaboration with lead case manager and Director when departmental demand is high. Provides coordination of care services for residents with complex needs. Maintains confidential case records and notes for case management cases.

**Administration:** Establishes and maintains all departmental records and reports according to municipal and state guidelines, departmental procedures and professional requirements. Performs administrative tasks to support the department's operations including, but not limited to, accounts payables, performance metrics and documenting standard operating procedures. Assists in the identification and preparation of grant proposals and applications, contracts, reports, and other necessary actions including RFP development and vendor selection. Assists with and/or oversees grant requirements are met and ensures proper documentation.

**Professional practice:** Keeps abreast of the latest developments in the field through professional development opportunities and participation in professional organizations. Represents the department at local, regional, and state meetings and professional associations.

Performs similar or related work as required, or as situation dictates.

### Supervision Received and Exercised

Reports to the Youth and Family Services Director for both clinical and programmatic supervision. Utilizes independent judgment and initiative. Utilizes independent judgment and initiative. Supervision of Master or Bachelor level interns, with full clinical licensure.

### Qualifications

#### Education, Training and Experience

Master's degree; Licensed Mental Health Counselor (LMHC), Licensed Certified Social Worker (LCSW), Licensed Independent Clinical Social Worker (LICSW), or Licensed Clinical Psychologist; and one (1) to three (3) years of full-time progressively responsible experience in a combination of individual, group and family therapy; experience in psychological assessment and experience in managing community-based public health initiatives. Multilingual Preferred.

#### Required Licensing/Certification:

Licensure as a Social Worker or Mental Health Clinician.  
U.S. Class D Driver's License.

**Knowledge:** Considerable knowledge of the needs of young people and families and the service programs available to meet them. Thorough knowledge of federal, state, and local laws, by-laws, regulations and policies relating to human service programs. Specialized knowledge of human behavior and motivation; communication styles and patterns; behavioral health intervention, treatment, and programs. Knowledge of public policy and planning, health policy initiatives and rollout, broad knowledge of major municipal functions and activities, proficient in finance and office procedures. Basic knowledge of community health education activities; and knowledge of basic databases, websites, and social media administration.

**Ability:** Ability to relate and communicate well with diverse populations, the public, and co-workers. Ability to function independently. Ability to work effectively and constructively with young children,



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adolescents, and families. Ability to maintain confidentiality. Ability to effectively communicate effectively both orally and in writing. Ability to maintain detailed and extensive records and to prepare reports from it. Ability to defuse tense situations and solve problems creatively and efficiently. Ability to create, manage and to evaluate programs and recommend improvements; and the ability to oversee program participants effectively and collaboratively. Ability to work independently to analyze/evaluate current programs and practices and to revise/develop programs as needed to respond to community needs and service delivery.

**Skill:** Strong clinical and crisis intervention skills. Strong planning, interpersonal, organizational and office management skills. Computer skills that encompass effective use of word processing, spreadsheet, presentation, email, social media, basic flier creation, internet browser and department software. Skilled in public speaking, excellent written and oral communication skills, including the ability to clearly explain complex information. Multilingual preferred.

### **Job Environment**

- Work is generally performed under typical office conditions but may also include remote work on a regular basis, attendance at meetings in and outside of town, frequent visits to Town schools, and home visits in the service of families.
- The nature of the work performed may include scheduled evening and special event weekend hours. These hours may change seasonally according to program requirements.
- Operates office machines such as computer, fax, copier, telephone; operates automobile.
- Makes regular contact with youth, parents, Town and school departments and committees, local civic organizations, government agencies, and the general public.
- Has access to Department-related confidential and sensitive information such as personal information about citizens and personnel records, the disclosure of which may cause poor public relations and have legal repercussions.
- Errors may result in: adverse public relations; mismanagement of funds and personnel; reduced level of services, which could endanger public health/safety and could jeopardize municipal programs.
- Public settings like Family Day, Health Fairs, Educational Events where set up and take down of displays may be required.

### **Physical Requirements**

*The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Minimal physical effort required when performing functions under typical office conditions. The employee is frequently required to sit, talk, hear, walk, and manipulate objects, tools or controls. This position requires ability to operate a keyboard at efficient speed. Vision and hearing at or correctable to normal ranges. Ability to operate motor vehicle. May lift office equipment, files and materials up to 30 pounds.

*This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.*

*Equal Opportunity/Americans with Disabilities Act Employer*