



City of Framingham, MA

July 3, 2024

Position Vacancy

RFP #24-096-01

Position: Licensed Clinical Social Worker

Department: Callahan Center

Salary Range: PR4A: \$71,599 – \$75,981

Schedule: November-March: Monday-Friday 8:30 a.m. to 5:00 p.m.
April-October: Monday, Wednesday & Thursday 8:30 a.m. to 5:00 p.m.
Tuesday 8:30 a.m. to 7:30 p.m.
Friday 8:30 a.m. to 1:30 p.m.

Hours per week: 37.5

The nationally accredited Callahan Senior Center is a multi-purpose center for people 55 and older. This 25,000-square-foot, fully accessible facility offers a wide range of exercise and recreational programs for little or no cost to participants. The Council on Aging strives to improve the healthy aging of a broader segment of the 55 and older population of Framingham. Social Services staff are available to provide a broad range of support services, assistance with applying for benefits, and referrals for services. Bilingual staff provides support in Spanish and Portuguese and the Center supports LGBTQ+ older adults and their allies.

For more information, please see the [Callahan Center/Senior Services website](#) and the [Callahan Courier Newsletter](#).

The City of Framingham is currently a 100% onsite work environment.

- Position will remain open until filled. Priority will be given to those who apply withing the first 21 days.
- The Callahan Center is located at 535 Union Avenue, Framingham, and is accessible by the [MWRTA](#).
- The City of Framingham offers a robust benefits package and is an eligible employer for the [Federal Student Aid Public Service Loan Forgiveness Program](#).
- This position is covered by the Collective Bargaining Agreement between the City of Framingham and SEIU, Local 888 Professional Union.

Position Purpose:

Position is responsible for assisting the Social Services Director in advocating for, coordinating, and implementing social services in accordance with National Association of Social Workers (NASW) standards for residents over the age of 55 in Framingham. Employee is required to perform all similar or related duties.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type 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.

1. Assesses older adult needs in regards to physical and mental health, and ability to function; provides case management services to identify appropriate actions and options available to older adults, adult children and families in need. Provides crisis intervention, as needed.
2. Refers participants for legal, financial, medical and psychiatric services; serves as liaison with health and service providers; provides for the continuity of care for participants assists with completion of various forms and applications for service, such as housing and other benefit programs.
3. Makes home visits to unsanitary and cluttered dwellings and dwelling units when necessary if persons are unable to travel to the office. All suspect cases of abuse and neglect will be reported to the appropriate authorities. Accompanies Veterans Service Officer to home visits and welfare check visits. Work with agencies requesting assistance to determine appropriate emergency housing. Where client housing has

been lost due to foreclosure, eviction or condemnation by Building, Fire or Health Departments, refer client to alternate sources of emergency housing (e.g., motels & shelters).

4. Arranges transportation and volunteer transportation escort for participants.
5. Provides supportive counseling for participants with psycho social needs or concerns. Develops and conducts psychosocial education programs and facilitates support groups.
6. Conducts outreach to the community of older adults via home visits and attendance at various events to promote participation in Center's programs and services.
7. As a mandated reporter, files report to Elder Protective Services, as warranted.
8. Identifies new and existing community resources and providers and updates support group information to older adults and caregivers.
9. Provides crisis intervention and acts as an advocate for Framingham residents identified through City Departments, including the Veterans Services, Public Health, Fire, Police Departments and/or local health care advocates/agencies. Includes suicide prevention work: Perform initial screening, risk/safety assessment and safety planning for residents.
10. Works as an interdisciplinary team member with other city departments as needed.
11. Coordinates the city's Hoarding Task Force activities. Implements Hoarding Case Management to ensure that clients found living in hoarding and/or substandard housing maintain corrective measures and are in safe and sanitary living conditions. Refers cases back to Building, Veterans and Fire Departments should client(s) not comply with these corrective measures.
12. Serves as a liaison for the other City of Framingham departments and local social and health care agencies, establishes common ground to allow all involved parties to work together cooperatively.
13. Attends educational seminars to remain updated in elder social services events/laws.
14. Facilitates various Support Groups and sits on the city's Opioid Settlement Task Force and Age Well activities.
15. Collaborates with community pilot programs that benefits older adults.

Qualifications:

- **Education and Experience:**
 - Master's Degree in Social Work or related human services field
 - At least a year of social services experience, preferably with elders
- **Special Requirements:**
 - Must be certified and maintain certification as a LCSW
 - Must obtain CPR and defibrillator use certification within 6 months of employment
- **Knowledge of:**
 - older adult services available at the local, state and federal level
 - Microsoft Windows, Microsoft Word and Excel programs
 - Council on Aging operations a plus
- **Ability to:**
 - assess and evaluate situations and provide appropriate counseling
 - mediate, collaborate, multi-task, and be patient and flexible
 - access the Internet to obtain information in support of department operations
 - clinically assess and evaluate a situation in order to secure a solution to a problem
 - pass a MA CORI/SORI background check every 2 years
- **Necessary Skills:**
 - listening to older adults and offering fair and impartial counseling
 - handling crisis situations calmly and effectively
 - case management, consultation and crisis intervention skills.

An equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job may be accepted.

Physical Demands:

The physical demands described here 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 position's essential functions.

Physical Skills: Some physical demands are required to perform the work such as providing assistance to older adults. Work effort principally involves sitting to perform work tasks, with intermittent periods of walking, and standing when conducting site visits. There may also be some occasional lifting of objects such as medical equipment.

Motor Skills: Duties may involve assignments requiring application of hand and eye coordination with finger dexterity and motor coordination. Examples may include operating a personal computer.

Visual Skills: Position requires the employee to routinely read documents, computer screen, and reports for understanding and analytical purposes.

Supervision Required:

Employee works under the general direction of the Social Services Director. The employee plans and carries out the regular work in accordance with standard practices and previous training, with substantial responsibility for determining the sequence and timing of the work activities, including determining the work methods. The employee conducts a comprehensive assessment of a problem and uses problem solving and clinical skills to develop an action plan. Instructions for new assignments consist of statements of desired objectives and priorities. Technical and policy problems in procedures are discussed with the Supervisor, but usually the employee plans the work and carries it to completion. Work is generally reviewed only for technical adequacy, appropriateness of actions, and conformance with policy.

Supervisory Responsibility:

Employee may be required to supervise volunteers.

Work Environment:

Employee performs work in an office setting, as well as conducting home visits where conditions may be unsafe or unhealthy. Noise or physical surroundings may be distracting, but conditions are generally not unpleasant.

Occupational Risk:

Duties generally do not present occupational risk to the employee. Personal injury could occur, however when exposed to communicable diseases through employee failure to properly follow safety precautions or procedures.

The City of Framingham is committed to the ongoing pursuit of strategic diversity initiatives that help to position diversity, equity, and inclusion as central to municipality and community-wide excellence in the City of Framingham. In doing so, Framingham strives for a city culture and environment that fosters a true sense of belonging for all, provides opportunity for everyone to participate equally and fully in the city, their communities and neighborhoods in ways that helps to develop each individual's capacity to confidently and competently engage within and across difference. Given an evolving national context and the richness in the demographic and linguistic profile of our city, the City of Framingham has made a significant commitment to addressing and enhancing its community climate, culture and multiplicity of service capabilities as a city.