



**TOWN OF FRAMINGHAM
MASSACHUSETTS**

**RFP#16-76
April 29, 2016**

**NOTICE OF VACANCY
April 29, 2016**

POSITION: Community Intervention Specialist

DEPARTMENT: Community Health

SALARY: \$56,135 - \$67,158

HOURS: Monday – Friday 8:30am to 5:00pm

Statement of Duties: Employee is responsible for the development and maintenance of ongoing partnerships with local public and private human service agencies, including local, state and federal agencies, and Town residents. Employee provides crisis intervention for Framingham residents in crisis and social service needs, and to plan, coordinate and provide referral services as needed and follow-up to Framingham's veterans and the community at large. The employee acts as a referral source for residents requiring public assistance. Employee is required to perform all similar or related duties.

Supervision Required: Employee works under the administrative direction of the Chief of Community Health and, when veterans are involved, under the operational direction of the Veterans' Service Officer. Works from municipal policies, guidelines, and objectives as well as federal or state laws; individual establishes short and long-range public health plans and objectives. Participates in department performance standards and assumes direct accountability for performance standards of position. Consults with supervisor, or Veterans Service Officer, for clarification, interpretation, or exception to municipal or Veterans Affairs policy may be required. Contributes to the development and implementation of departmental goals and objectives. Regularly mediates, negotiates and resolves conflicts in partnership with other agencies as needed.

Supervisory Responsibility: Employee is not required to regularly supervise any town employees.

Confidentiality: Employee has frequent access to a wide variety of confidential information such as client records, criminal records, financial records, veterans' discharge records, and medical records obtained during performance of regular position responsibilities in accordance with HIPAA and the State Public Records Law.

Accountability: Consequences of errors or poor judgment may include missed deadlines, delay of essential services, potential injury, public health risk, legal repercussions, and adverse public relations.

Judgment: Work requires the employee to examine, analyze, and assess facts and circumstances surrounding individual problems, crisis situations or transactions. Determines actions to be taken within the limits of standard policies or accepted practices. Guidelines include a large body of policies, practices, and precedents which may be conflicting, at times. Independent judgment is used in analyzing specific situations to determine appropriate actions.

Complexity: The work consists of the practical application of a variety of concepts, practices, policies, and specialized techniques relating to a professional or technical field. Assignments typically involve evaluation and interpretation of factors, conditions or unusual circumstances; inspecting, or evaluating compliance with established standards or criteria; gathering, identifying, analyzing, and evaluating facts or data using specialized fact finding techniques; or determining the appropriate resources and methods to accomplish the work.

Work Environment: Employee performs work at times in a typical office setting subject to frequent interruptions, as well as work in the community, such as private homes or shelters, and travels within community. May be exposed to the elements, unsanitary environments and dwelling unit.

Nature and Purpose of Relationships: Employee interacts with co-workers, the public, and external resources, such as other social service providers and local professionals to explain or interpret procedures or guidelines, plan or coordinate work, or resolve problems. More than ordinary courtesy, tact, and diplomacy may be required to resolve complaints or deal with uncooperative persons. Ability to educate, discuss, persuade executive levels utilizing considerable tact required. Employee will use social media to increase range in outreach to the community.

Occupational Risk: There is a potential risk of injury from hostile or unstable clients. Duties generally do not present occupational risk to the employee. Special safety precautions, training, or protective clothing such as gowns, coats, gloves, glasses, hats or boots may be required Employee must follow safety precautions and procedures to avoid personal injury.

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. Apprises the Chief of Community Health, of new human service-related initiatives occurring in Town; serves as a liaison and leader in regards to policies on Town-wide human service efforts as directed by the Chief of Community Health, Deputy Director of Public Health, and the Director of Public Health.
2. Makes home visits to unsanitary and cluttered dwelling and dwelling units and 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. Refer to alternate sources of housing (e.g. motels & shelters) emergency cases where client housing has been lost due to foreclosure, eviction or condemnation by Building, Fire or Health Departments.
3. Provides information and education to the public through the Town web site, social media, public presentations, and written reports.
4. Works with Directors, Chiefs, boards and committees in addressing social services and related issues. Coordinates with public and private state funded social services within the Town (i.e. Senior Center's and FPD); provides information and referrals for town residents of all ages. Serves as a liaison for the Veterans Services and Public Health Departments with local social and health care agencies, establishes common ground to allow all involved parties to work together cooperatively.

5. Maintains current knowledge of assistance programs and resources available, help clients access appropriate resources. Assess clients' social services needs such as housing (including hoarding), food clothing and utilities and their mental health needs such as depression, substance abuse and neglect by caregivers.
6. Assists in development of referral directory under direction of the Chief of Community Health; identifies alternative funding sources in support of needed services and advocates for alternative resources to meet resident needs.
7. Develops and maintains a thorough knowledge of managed care and health insurance systems; provides other clinicians with managed care information and resources pertinent to the crisis being managed. Collaborates with health/medical partners on new initiatives, and other technical assistance as assigned.
8. Conducts research on community health initiatives, state and federal legislation, best practice models, and associated funding resources relating to Health Department administration health and human service priorities. Works closely with the Town's Veterans Office regarding complex veteran cases assessment and referrals.
9. Meets with other municipal Human Services Directors, local area agencies, nonprofit organizations, and community groups to discuss information pertinent to clients including current agency program updates, assessing current and future needs of the populations served and sharing ideas and solutions to address those needs through inter-agency cooperation and programming. Attends meetings as assigned or required. Maintains current knowledge of relevant health, social, financial and legal issues.
10. Provides crisis intervention and acts as an advocate for Framingham residents, identified through Town Departments, including the Veterans Services, Public Health, Fire, Police Departments and/or local and social health care advocates/agencies. Suicide prevention: Perform initial screening, risk/safety assessment and safety planning for residents with a focus on veterans.
11. Meets with other municipal Human Services Directors, local area social service providers, nonprofit organizations, and community groups to discuss information pertinent to clients including current agency program updates, assessing current and future needs of the populations served and sharing ideas and solutions to address those needs through inter-agency cooperation and programming. Attends meetings as assigned or required.
12. Works as an interdisciplinary team member with other town departments as needed. Implements Hoarding Case Management Agreements to ensure compliance with Health, Building and Fire Codes 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 the provisions of the Hoarding Case Management Agreement.

Recommended Minimum Qualifications:

Education and Experience: Bachelor's degree (Master's degree preferred) in Social Services and three to five years of experience in social work, social services, counseling, or any equivalent combination of education, training and experience which provides the requisite knowledge, skills and abilities required by the position. Multilingual preferred (Portuguese and/or Spanish).

Special Requirements: Valid Class D Driver's License.

Knowledge, Abilities and Skill

Knowledge: Knowledge of federal, state, local government, non-profit management, regulations, operations, policies and procedures as they pertain to all areas of human services. Knowledge of human services guidelines and resources, vocational guidance and rehabilitation, crisis counseling, mental health disorders, substance abuse, domestic violence, employment training program, and other resources. Position requires knowledge of office procedures and proficiency in the use of personal computers and office software including word processing and spread sheet applications. Working knowledge of technology including, Microsoft Office, and web site in support of department operations.

Abilities: Ability to collaborate with other human service providers and to establish, implement human services in accordance with Town policies. Must be able to develop and maintain ongoing working relationships with local human service agencies, state and federal agencies/officials and residents. Ability to educate, discuss, persuade at executive levels utilizing considerable tact required. Provides crisis intervention for Framingham residents, identifies social service needs, plans, coordinates and refers to required services. Follows up with appropriate internal and external agencies and resources. Able to interact professionally and appropriately with clients with emotional and/or psychological problems, employees and the public, use judgment and maintain confidential information.

Skills: Excellent skills in communicating, assessing client needs, coordinating services, critical thinking, mediation, negotiation, conflict resolution, research and problem solving. Position requires proficiency in case management and interpersonal skills; effective public speaking skills including making presentations, written and oral communication.

Physical and Mental Requirements

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: Little or no physical demands are required to perform the work. Work requires some agility such as moving in or around the community, or standing or walking frequently. There may be need to stretch and reach to retrieve materials. The employee is occasionally required to lift objects such as books, office equipment, or computer paper.

Motor Skills: Position requires the application of basic motor skills for activities including but not limited to activities such as operating a personal computer and/or most other office equipment, word processing, filing, moving, pushing, or pulling objects, sorting of papers, or driving a motor vehicle.

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

Please visit our website:

<https://ess.framinghamma.gov/MSS/employmentopportunities/default.aspx>

The Town of Framingham is an Affirmative Action Equal Opportunity Employer.