

# JOB DESCRIPTION



**POSITION TITLE:** Community Support Specialist/Social Worker

**REPORTS TO:** Superintendent

**HOURS:** 40 hours per week (1 FTE)

**SALARY:** \$50,000-\$75,000 annual, Non-exempt status; benefits eligible position

## **GENERAL DUTIES:**

The Community Support Specialist/Social Worker will respond to and provide care coordination services for South Snohomish County residents with mental health, medical, substance use, housing, and other social service needs. The position includes considerable public contact, and could include directly contacting and/or accompanying emergency responders, law enforcement, and other health and social service providers to assist in accessing mental health, substance use, housing, medical and other social services. Work is reviewed through supervisor meetings, analyses of reports and direct observations by supervisor, Verdant staff and community partners.

## **SPECIFIC DUTIES:**

- Connect and build relationships with a broad range of community members, including underserved populations.
- Cultivate contacts and establish positive, effective and collaborative working relationships with Police, Fire and EMS personnel, court systems, substance use treatment providers, community leaders, Snohomish County Human Services, homeless shelters, area community service and faith-based groups, hospital and health providers in an effort to care for and assist chronic utilizers and other residents in need of social services.
- Provide information, consultation and referrals for individuals in need of behavioral health, medical and other social services. Provide follow-up to ensure that individuals are connected with services.
- Respond to community requests for information about available services for homeless, mentally ill and substance abusing populations and those with other human and social service needs.
- Provide outreach, engagement and support to those people that are seen on a reoccurring basis. Provide short-term intensive case management for those individuals in need of such oversight. Facilitate access to services for high-need individuals across all involved systems of care.
- Promote best practices in treatment approaches, support systems and interventions.

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- Meet with and interview individuals, families and other care providers to assess needs and eligibility of services. Advocate for the needs of individuals within and outside the system; liaise between individuals, caregivers and service providers. Provide client-level and system-wide troubleshooting and advocacy.
- Develop and implement procedures for identifying and screening people with social service needs.
- Establish and administer data systems to track contacts with clients, client system utilization and case management activities.
- Study and analyze program participation. Prepare recommendations and reports for improvement of existing and development of new programs. Support other Verdant staff with outreach, program development and marketing.
- Review statistical data and identify future trends. Collect and prepare data for status reports and regular outcome summaries. Effectively prepare and present reports and make public presentations to various audiences.
- Develop, recommend, plan, initiate and organize programs, policies, procedures and projects that will assist in efficiently addressing the human and social service needs of the population served within the South Snohomish community.
- Provide trainings on social service resources.

## **Materials and Equipment Used:**

- a) General office equipment, which includes telephones, personal computers, copier, printer, and facsimile machine.
- b) Microsoft Office Suite (i.e. Word, Excel, Outlook, and PowerPoint) and other relevant software products.

## **Working Environment / Physical Requirements:**

- Duties will be performed primarily in an office environment, but will also include outreach to individuals who may be living on the streets, in shelters or located in suburban campsites. The work may be performed under physically demanding, stressful, and environmentally diverse conditions, and requires the ability to adjust quickly to changing priorities and demands.
- Work may require visits to jails and out-of-town locations, emergency rooms and other medical facilities.
- Position requires frequent travel using personal vehicle. Reimbursement for mileage provided.
- Position hours will primarily be Monday-Friday 8 a.m. to 5 p.m. but requires some flexibility for evening and weekend outreach hours.

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## Education and Experience Requirements:

- A Master's degree in social work, psychology, nursing, counseling or related field.
- Three (3) years' experience providing outreach to, direct treatment of and case management to underserved populations including those who are homeless and those with mental health and substance use issues.
- Mature, reliable person who can work independently and as a member of a multi-disciplinary team.
- Experience working with health and human service systems, including community mental health, substance use treatment, insurance benefits, and/or other human service programs.
- Personable, courteous, patient and able to positively interact with the public.
- Good verbal and written communication skills, bilingual a plus.
- Knowledge of HIPAA and other laws related to confidentiality of protected client information. Ability to maintain confidentiality of information.
- Experience in tracking client progress outcomes and use of data systems for case management and outcome tracking.
- Ability to work effectively with people of diverse backgrounds, life experiences, and abilities.
- Ability to travel in Snohomish County.
- Valid Washington state driver's license and applicable insurance.
- Verdant will conduct a criminal background check prior to an offer of employment.

## Preferred:

- A valid Licensed Independent Clinical Social Worker (LICSW), or a valid Licensed Advanced Social Worker (LASW), or a valid Licensed Social Work Associate and Independent Clinical (LSWAIC), or a valid Licensed Social Work Associate and Advanced (LSWAA), or Licensed Mental Health Counselor (LMHC).

## How to Apply:

- Submit a cover letter and resume by Jan. 10, 2018 to:
  - [jobs@verdanthealth.org](mailto:jobs@verdanthealth.org)
- Verdant Health Commission will select applicants to interview.