

CITY OF HUNTINGTON BEACH
CLASS SPECIFICATION



TITLE: SOCIAL WORKER

PERSONNEL COMMISSION APPROVAL:
COUNCIL APPROVAL:

DECEMBER 21, 2016 (Revised)
DECEMBER 2001

JOB CODE:
EMPLOYMENT STATUS:
UNIT REPRESENTATION:
FLSA STATUS:
EEOC CODE:

0266
REGULAR FULL-TIME
HBMTMEA
NON-EXEMPT
PROFESSIONALS

JOB SUMMARY

Under general supervision, coordinates and oversees homeless and behavioral health a variety of social service programs focused mainly on those at risk of or experiencing homelessness in the City; and provides general case management through outreach in the field and office and referral services to target resident groups.

SUPERVISION RECEIVED AND EXERCISED

Reports to: Senior Social Services Supervisor, ~~Human Services~~

DISTINGUISHING CHARACTERISTICS

The Social Worker performs journey-level professional work providing street outreach, case management, and service linkage to those experiencing homelessness or behavioral health issues, various social services for select resident groups. This position differs from the Social Services Supervisor in the complexity of duties and supervisory responsibilities.

EXAMPLES OF ESSENTIAL DUTIES

- Develops, promotes, coordinates and presents on city homeless services for neighborhoods, schools, local businesses, community groups and other interested parties
- Represents the city at meetings of professional organizations, other agencies, citizen groups and/or private individuals, focused on homeless issues
- Organizes, coordinates and oversees outreach and engagement on the streets and in the office for participants, conducting street outreach, providing engagement for individuals and families experiencing homelessness and collecting data related to these activities
- Assesses the needs of potential clients for social service intervention through home visits and feedback from transportation providers and meals to the home delivery personnel
- Directly provides outreach and engagement with those experiencing homelessness seeking housing, shelter, behavioral and physical health linkages, employment and other supportive services; providing linkage to all appropriate services and providers as needed ~~Intakes and assesses potential client information through phone or personal contact; determines needs in~~

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- ~~areas such as mental health, nutrition, socialization, health care, home maintenance, finances, abuse, and personal or family dysfunction~~
- ~~• Provides information to clients about resources in the community; assists clients in selecting appropriate resources and contacting and utilizing available resources~~
 - ~~• Interacts regularly with the County's Coordinated Entry System (CES) and related programs to facilitate housing matches for available vouchers and other housing opportunities. Works closely with community resources and refers or assists clients with referrals to community programs and resources~~
 - ~~• Uses the county's Homeless Management Information System (HMIS) to coordinate client level data, as well as collects data on engagements for all individuals contacted~~
 - ~~• Collects outreach data for all activities to generate monthly reports on services provided~~
 - ~~• Conducts screenings of all potential participants for the Huntington Beach Navigation Center to facilitate intakes with the provider~~
 - ~~• Coordinates and participates in various events, including community and internal meetings related to coordination of homeless efforts in the city~~
 - ~~• Coordinates donations and with non-profits to provide basic necessities for newly housed individuals or those needing support transitioning to work or housed environments~~
 - ~~• Collaborates with other Homeless and Behavioral Health Team staff to manage volunteers working with the homeless task force and other aspects of the city's system of care~~
 - ~~• Conducts tours of city homeless services sites~~
 - ~~• Communicates with the general public regarding homeless related issues; answers questions and directs inquiries to the proper resources~~
 - ~~• Determines client eligibility and makes client referrals based on assessment and availability of service~~
 - Develops individual housing and care plans for each client; monitors and follows-up periodically to reassess client status
 - ~~• Educates residents on aging and health issues and the availability of community resources to meet needs; counsels clients; provides support and advice to residents in solving aging, socio-economic, health and/or family problems~~
 - Maintains thorough documentation for each client case
 - Maintains a network of internal and community resources including private and non-profit agencies, educational and training programs to address the needs of target residents; writes reports and prepares promotional materials; maintains and reports statistical information
 - May train and provide guidance to staff, interns, and volunteers
 - Stays current with developments in the field
 - Attends a variety of professional development programs, offsite meetings, and events; attends multi-disciplinary and task force meetings to develop collaborative efforts
 - Reports to work as scheduled, works a variety of schedules including evenings, weekends, and holidays as required; maintains regular and consistent attendance record
 - Performs other related duties as assigned.

The preceding duties have been provided as examples of the essential types of work performed by positions within this job classification. The City, at its discretion, may add, modify, change or rescind work assignments as needed.

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MINIMUM QUALIFICATIONS

~~Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:~~

Knowledge of:

- ~~_____~~ Federal, state and local regulations governing the operation of shelter, housing and social service programs; regulations governing the disclosure of information
- County Continuum of Care (CoC) programs, principles, and data management systems
- Human services, behavioral healthgerontology and social services concepts
- Fundamentals of street outreach, working with vulnerable individuals and behavioral health issueCommunity social service programs and services
- Social, economic, political and physical factors facing the homeless and those at risk of homelessnesselderly or other target groups
- Basic leadership, teamwork, and training principles
- Standard office principles and procedures

Ability to:

- ~~_____~~ Plan, organize and implement street outreach and engagement contacts, perform simultaneous assignments, schedule and maintain deadlines programs, social functions and activities for target residents
- ~~_____~~ Assess and evaluate the effectiveness of housing and service plans, including making modifications as necessary to meet client needs
- Compile and display homeless services information and data in an understandable format for diverse groups of all sizes, including data dashboards, websites and newsletters
- Interact with community non-profit and faith-based organizations to work collaboratively on behalf of those individuals experiencing homelessness and needing a variety of supportive services
- Coordinate donations of funds, furniture or items that support participant's transition from street to home
- Build and maintain collaborative partnerships with community based organizations, government agencies, and other city departments to optimize effectiveness of referrals
- ~~_____~~ Respond with tact, composure and courtesy when dealing with individuals who may be experiencing significant emotional distress
- Engage with any and all participants with respect, dignity and kindness
- Work independently, both in the office and in the field
- Provide excellent customer service in a variety of challenging situations
- Maintain accurate records
- Record and retrieve information
- Operate computer and standard software applications
- Establish and maintain effective working relationships with those contacted in the course of work

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- Communicate effectively with others both orally and in writing

Education: Bachelor's degree from an accredited college or university in social work, human services, ~~gerontology~~ or other related field.

Experience: Two (2) years' experience in a ~~social~~human service agency, homeless services, or housing provider or municipal government setting in case management, counseling, ~~outreach group work~~, or mental health. Experience working with ~~those~~ those experiencing homelessness/elderly preferred.

Certifications/License: A valid California driver license and an acceptable driving record required at time of appointment and throughout employment in this position.

SPECIAL CONDITIONS

Employees regularly assigned/required to drive a city or personal vehicle in the course and scope of work shall be required to participate in the DMV Employer Pull Notice program.

Public Employee Disaster Service Worker: In accordance with Government Code Section 3100, all Huntington Beach city employees are required to perform assigned disaster service worker duties in the event of an emergency or a disaster.

PHYSICAL TASKS AND ENVIRONMENTAL CONDITIONS

The incumbent must be able to meet the physical requirements of the class and have mobility, balance, coordination, vision, hearing and dexterity levels appropriate to the duties to be performed.

Work is generally performed outdoors at street or community locations or indoors in an office environment. The incumbent may sit for prolonged periods of time or may walk at street locations conducting outreach. While working outdoors, may include exposure to dust and allergens, unpleasant odors, insects, working on uneven surfaces, use of protective gloves, and interfacing with all facets of the community including those with behavioral health diagnosis including mental illness and substance abuse. While working in an office, requirements include standing and walking to retrieve work files or to other departments or office locations; leaning, bending and stooping to perform work behind a desk or to retrieve information; pushing, turning or twisting to move chair or body from desk; reaching to place or retrieve files or open file drawers or cabinets; light grasping to hold a writing instrument or documents; firm grasping as needed to lift and carry work files or operate office equipment; finger dexterity to type on a computer keyboard; and, hearing and speaking to answer the telephone or answer questions of co-workers and other individual subordinates, and in speaking before groups. May involve stressful situations, including dealing with erratic and sometimes antagonistic behavior.

Reasonable accommodation(s) for an individual with a qualified disability will be considered on a case-by-case basis.

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