Position Summary

The Social Worker will provide social worker services to clients in Congreso’s HIP Program. This position will carry a caseload of high-risk cases to provide support services and conduct outreach activities to families who have children with special health care needs. The services are provided in home, in office, or on medical visits with the clients. The Social Worker will work with the HIP Manager for the delivery of services to include crisis intervention, referrals for health care and social service, conduct home visits for program participants, provide education on maternal and child health & parenting skills, and with the completion of client data and programmatic reports as directed.

The Social Worker will have internal contacts with the entire administrative staff and external contact with clients, community resources, and the community. This position has access to sensitive Congreso information and is expected to handle such information with integrity and professionalism. This position has regular contact with members of the community and is expected to represent Congreso in a professional manner.

The Social Worker will report directly to the HIP Manager and participate in department activities as necessary.

Essential Functions

1. Conduct outreach activities to recruit eligible clients in need of services, such activities include but are not limited to the following: neighborhood canvassing, health fairs, door to door, etc. as assign by program supervisor.
2. Provide primary integrated client management (the PMC model) services through basic client management procedures for determining eligibility, assessing needs, identifying resources, making referrals, following up, and documenting client interactions.
3. In coordination with the program supervisor, follow up a client intervention plan and further assist with eligibility determination and implement the initial intervention plan. Collect data and submit all collected data to the program administrative assistance for data entry.
4. Carry a caseload of approximately 20-25 moderate/high risk clients to provide home visiting services.
5. Participate in case conferencing sessions to provide needed information on client’s stability and progress and provide recommendations for changes in the service plan of intervention.
6. Provide health, parenting, and prevention education to program participants in their own homes as required by using the Parenting curriculum and other educational materials provided by the program director and funders. Engage other family members in the health/parent education component when appropriate.
7. Provide support to clients, information, make appropriate referrals and referral follow-up services to culturally and linguistically component sites.
8. Complete progress notes & other program data forms within the guidelines and timelines required by the agency and funding sources. Maintain client records and data system in an up-to-date manner in accordance with agency, funders, city, state and federal requirements.
9. Assist families in developing and fostering supportive relationships and increasing general problem solving and decision-making skills.
10. Monitor client clinic visits, immunization schedules, family planning and other appropriate medical assessments, and complete required documentation on a weekly basis. Interpret and arrange appointments and provide accompaniment, if necessary for clients.
11. Assist the program with the overall coordination and logistics for program incentives, inventory, and the food bank.
12. Provide clients with educational materials and other useful handouts, such as literatures, articles, pamphlets, a list of community resources, a calendar of clinic, and home visits and first aid strategies.
13. Regularly attend and actively participate in staff meetings and training sessions.
14. Develop and submit overall programmatic monthly reports to program director required by agency and funding sources.
15. Provide client with program incentives when available including diapers, baby formula, other supplies and donations and comply with program incentives guidelines.
16. Coordinate and facilitate group educational activities for clients participating in the department of MICH, including the monthly parent workshop.

Non-Essential Functions

1. Attend relevant workshops or join professional groups as necessary to maintain professional knowledge and licensure.
2. Adheres to the Congreso’s security guidelines and ensures the appropriate handling of sensitive information.
3. Facilitates and attends relevant staff meetings to promote communication and execution of goals.
4. Completes special projects specific to the function of the department or as needed for the department as directed by Supervisor.
5. Other duties as assigned within the scope of position expectations.

Knowledge, Skills, and Abilities (Career Pathway: Direct Services)

All Staff Competencies
- Basic understanding of Congreso’s mission, vision, values, programs and services, and business plan.
- Knowledge and understanding of the targeted community needs and demographics.
- Understanding of legal criteria for issues such as confidentiality, domestic abuse, child abuse, and mandated reporter requirements.
- Ability to provide nonviolent intervention with a high level of ethical standards of conduct, cultural sensitivity and within appropriate boundaries and limits.
- Ability to effectively use standard office equipment.
- Possesses strong interpersonal skills as demonstrated by compassionate, courteous, cordial, cooperative, and professional interaction with diverse groups of co-workers, external business partners, and the community.
- Ability to operate a computer and use a variety of common software programs including Microsoft Office, spreadsheets, UNIDAD, and customized databases.
- Adheres to all Congreso and departmental policies and procedures.
- Attends all Congreso in-services as required.
- Strong written and verbal communication skills and effectively communicate with individuals and groups.
- Bilingual (Spanish/English)

**Direct Services Staff Competencies**

- Knowledge of legal and political issues, and community resources and benefits that impact and/or benefit the targeted client needs.
- Knowledge of basic client management procedures (PCM Model) for determining eligibility, assessing needs, identifying resources, making referrals, following up, and documenting client interactions and proactively supporting client’s pursuit of education and employment goals throughout the agency without regard to program service.
- Demonstrates understanding and knowledge of the Latino culture and availability of North Philadelphia community resources.
- Ability to effectively interview and engage a client in appropriate programming.
- Ability to exercise conversational English and Spanish.
- Ability to effectively conduct one on one advocacy and/or educational presentations.
- Ability to work in a team structure – demonstrating ability to collaborate and contribute to the team’s work.

**Experience, Education, and Licensure**

**Minimum Experience:** 2 years work experience in a human service, health care, community or educational setting, or equivalent combination of education, training and experience. Experience with pediatric/family health issues and insurance/medical assistance procedures with economically disadvantaged are preferred.
Minimum Education: BSW from accredited university preferred. Bachelor’s degree required.

Certification/License:

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 essential functions.

1. While performing the duties of this job, the employee will frequently stand; walk; sit; use hands to finger, handle, or feel objects, tools or equipment; reach with hands and arms; balance; talk or hear. The employee will occasionally climb stairs; stoop; kneel; crouch or crawl; taste or smell.
2. The employee must occasionally lift and/or move up to 25 pounds.
3. Operate related office equipment and use necessary tools.
4. Use established universal precaution methods and equipment while completing duties.
5. Specific vision abilities required by the job include frequent reading and close vision; distance vision; color vision; peripheral vision; depth perception; and the ability to adjust focus.

Work Environment

The work environment characteristics 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 essential functions.

1. The noise level in the work environment is usually moderate.
2. Although work is primarily indoors, you will be required to travel outside to client and community locations.
3. Position may require occasional trips to attend conferences seminars, and meetings.
4. Certain visits or work related appointments might be scheduled outside of traditional work hours as necessary.

Nothing in this position description restricts management’s right to assign or reassign duties and responsibilities to this job at any time.

___________________________      ______________________________
Supervisor Signature                         Employee Signature