

TOWN OF WILTON

Position Description

Date: April 27, 1988
Revision Date: November 11, 2016

POSITION TITLE: Director of Social Services

UNION: None

DEPARTMENT: Social Services

REPORTS TO: First Selectman

SUPERVISION EXERCISED: Senior Services Coordinator, Senior Activities Coordinator, Youth Services Coordinator, and Adult and Family Social Worker

SUMMARY DESCRIPTION OF DUTIES: This is a department-head level position responsible for the direction of community social work services for all ages, from birth to old age, which include but are not limited to program design, coordination, implementation, and evaluation; information, referral, and advocacy with federal, state, regional, and local programs; individual, family, and group counseling; crisis intervention; participation in regional and local emergency crisis services planning, implementation, and evaluation; Town representative at area social service meetings; preparation of routine and special reports; supervision, coordination, and review of subordinates' work; preparation of the department's annual budget; and performance of related duties as assigned or required. In addition, this position is responsible for the following critical department functions: long range planning, needs assessments, and strategic initiatives for improving the scope and reach of services provided.

JOB LOCATION AND EQUIPMENT USED: Work is performed both in the office and in the field, including home visits, local and regional meetings, and the Senior Center. Equipment used: computer, calculator, and copier.

ESSENTIAL FUNCTIONS:

- Responsible for overall administration of Social Services Department which serves all ages, from young to old;
- In absence of Senior Services Coordinator and/or Adult and Family Social Worker, and when Adult and Family Social Worker needs assistance due to client volume, assist those eligible for federal and state programs by making referrals, explaining application procedures, and

acting as local advocate and provide assistance (other than financial) to residents in finding housing, health services, child welfare services, legal services, etc.;

- Develop and maintain supplemental sources of funding for programs to assist Wilton residents;
- Serve on the Board of the Wilton Community Assistance Fund (“WCAF”). Attend all quarterly meetings which occur after regular Town business hours. Perform role as set forth in the WCAF Policies and Procedures described below:
 1. Ensure acknowledgements sent for contributions, grants, and other forms of donations which are primarily being received at the offices of Wilton Social Services by the Director of Social Services. The Bookkeeper will see that deposits are made on a timely basis, prepare a monthly summary and forward it to the Treasurer and record receipts.
 2. Financial responsibilities include weekly disbursement requests sent to Bookkeeper for processing and payment;
- Work closely with Senior Services Coordinator to ensure efficient operation of Wilton Food Pantry and complete monthly reports for Connecticut Food Bank;
- Responsible for appropriately supervising, planning, and evaluating the work of subordinates;
- Responsible for overseeing the maintenance of accurate client records; maintain up-to-date client lists and service records for reports as needed by other town departments, Social Services Commission and Wilton Community Assistance Fund and responsible for ensuring that Emergency Contact List is updated annually;
- Offer short-term goal-oriented individual and family counseling and make referrals to appropriate behavioral health providers, including individuals as well as agencies and institutions;
- Perform function of Emergency Shelter Manager when local or regional emergencies cause Wilton residents to be unable to remain in their homes and work closely with the Community Emergency Response Team (“CERT”) on site to run and maintain shelter during these emergencies;
- Participate in regional and local emergency crisis services planning, implementation, and evaluation; attend regional meetings of Mass Care Planning Group ESF6 at Norwalk Fire Department;
- Keep informed on current changes in the field of Social Work including new and proposed legislation and funding provisions;

- Inform the community regarding the responsibilities and activities of the department;
- Serve as Municipal Agent for the elderly in the Town of Wilton and attend regular meetings of Municipal Agents which are organized by SWCAA;
- Attend monthly meetings of the Social Services Commission which are held after the Town's normal business hours;
- Report to the Social Services Commission on a regular basis to apprise of new programs and events as needed;
- Work with and serve on the boards of community and area agencies;
- Participate in planning and coordinating activities with social service departments in comparable towns and attend area Directors meetings throughout the year;
- Coordinate appropriate activities with state, area, and local agencies;
- Represent the Town at meetings of other boards, agencies, organizations, and the general public including state and local meetings on hoarding, the WESCOG Drug Task Force, and the regional planning meetings regarding homelessness and affordable housing initiatives;
- Maintain strong working relationships with the Wilton Board of Education, Visiting Nurse and Hospice of Fairfield County, other Town departments, and other area agencies;
- Prepare, manage, and submit annual budget and process account payables; and
- Perform related duties as required and/or necessary.

REQUIRED KNOWLEDGE, ABILITIES, AND SKILLS:

- Knowledge of and ability to apply the principles and practices of the field of Social Work services;
- Thorough knowledge of all federal, state and local social service agencies and programs which can benefit Social Service clients;
- Ability to communicate and work effectively with diverse groups and individuals;
- Ability to effectively communicate through written and oral expression, including giving public presentations concerning social service issues;

- Ability to exhibit tact and diplomacy in dealing with other employees, the public, the media, federal, state, and local agencies, the Social Services Commission, and the Board of Selectmen;
- Ability to coordinate appropriate activities with other Town departments, boards, and commissions;
- Ability to plan, supervise, and evaluate the work of subordinates;
- Ability to prepare concise and accurate reports;
- Ability to prepare and persuasively present annual departmental budget requests;
- Proficiency in standard computer operations;
- Demonstrated ability to work independently with minimum supervision; and
- Ability to engage the Wilton community in support of and respect for Wilton Social Services.

MINIMUM REQUIREMENTS:

- Master's degree in Social Work (with appropriate state license), or related field, from accredited college or university;
- Minimum four years of post Master's degree experience in Social Work, with clinical supervisory experience required, or equivalent experience;
- Knowledge of federal, state, and local resources available relevant to providing social services to the Town's residents; and
- Valid driver's license.

SPECIAL CONDITIONS:

- Successful passage of a pre-employment physical, including test for drugs, may be required as a condition of employment with the Town of Wilton and
- The employee shall not constitute a threat to his/her own health or safety or that of others in the workplace.

Note: The qualifications set forth above are the optimal ones for this position. The Town of Wilton reserves the right to select any applicant who we, in our sole discretion, feel is qualified and can most suitably perform the functions of this position notwithstanding the absence of the optimal qualifications.