

The Town of New Milford is hiring! Our Social Services department is expanding with this important 2 year position. We are currently accepting applications for a skilled Domestic Crisis Advocate/Navigator who will play a critical role and assisting individuals and families who are experiencing a high level of distress in an unhealthy environment. The ideal candidate will have experience in identifying resources in critical times for a diverse population, and must be able to effectively communicate with a myriad of resources, including other Town departments, including the police department, State Agencies and NPO's . To Apply for this position, applicants must complete a Town of New Milford employment application, and email it along with a cover letter and resume to Personnel@NewMilford.org. Applications can be found on the Personnel page at www.newmilford.org Application deadline is March 7, 2022

TOWN OF NEW MILFORD

Job Classification Description

Job Title: Domestic Crisis Advocate/Navigator
40Hrs. (full-time) - Exempt/Non Union
2-Year position, \$50,000 plus benefits

Job Summary: The Advocate/Navigator utilizes professional skills to engage and manage cases involving individuals and/or family units experiencing a high level of distress in an unhealthy environment that has the high potential to lead to life altering events. Unhealthy environments and High- risk situations include a severe concern or threat of emotional, social, or physical harm, violence, isolation, coercion, abandonment, separation, accident or illness, deprivation of basic needs or threat of well-being and sustainability of self and/or family unit. Cases are assessed based on referrals from Community Care Coordinator, first responders, community providers, and Social Service staff.

Supervision Received: Receives direction from the Director of Social Services; works in tandem with the Community Care Coordinator

Essential Job Functions:

- Receive and assess referrals from Social Services staff, community partners, first responders, town officials and/or residents.
- Manage a caseload of clients identified as in crisis or high-risk situations & threatened by factors including, but not limited to, domestic violence, isolation, severe illness or accident or severe stressors from life altering events leading to social and/or economic harm.
- Confers with referring professional and perform intake assessment of presenting problems and client needs.
- Meets with clients, using a Strengths-Based approach to provide crisis intervention, advocacy with resources, information and referral to other services with continued appropriate follow up and evaluation.
- Assists clients with identifying resources that have available services to enhance knowledge and promote client independence and stability.
- Collaborate with community partners that offer specialized services, with the goal to enhance client autonomy and to foster independence.

- Maintains knowledge base of eligibility criteria and procedures for federal, state and local programs.
- Work with community partners and regional coalitions, specializing in crisis intervention and safety planning, as applicable, to enhance knowledge and resources to address high-risk crises and life altering events and the promotion of economic stability and basic human needs.
- Acquires a working knowledge of all programs and resources available to residents; maintains files of reference materials.
- Attends workshops and training sessions to maintain and expand skills and knowledge base as agreed to by the Director and the Community Care Coordinator.
- Performs other duties as assigned that are necessary and appropriate.

Knowledge, Skills, and Abilities:

- Demonstrate ability to apply the principles and practices of economic, psychosocial, and medical factors related to high risk / crisis cases, isolation, coercion, or experiencing or suspected threat of person, mind, social and economic harm.
- Demonstrate ability to apply the principles and practices of economic, psychosocial, and social determinants related to persons having difficulty obtaining basic human needs and persons struggling due to changes in the economy.
- Demonstrate proficiency with the network of service delivery systems.
- Demonstrate excellent interpersonal skills and the ability to interact professionally with economically and culturally diverse individuals during a time of distress or crisis.
- Demonstrate effective verbal and written communication skills.
- Demonstrate proficiency with effective assessment in prioritizing needs and interpersonal communication skills.
- Demonstrate ability and willingness to provide non-judgmental services to all people regardless of economic status, sex, race, culture, mental or physical disability, religion, sexual orientation, or marital status.
- Demonstrate ability to represent the Town and Department as a professional in a recognizable public service position at all times.
- Maintain a high standard of professional ethics and principles.
- Demonstrate ability to work independently and as a "team member" within Social Services and in the community.
- Demonstrate competency with Microsoft Office, database programs, web-based computer operations and social media platforms.

Minimum Qualifications/Education:

Masters Degree in Social Work or equivalent required. A Bachelor's degree in Social Work or equivalent with significant experience working with high risk populations and crisis intervention may be considered.

May be required to travel within the State of Connecticut. Incumbents are required to possess and retain a valid Motor Vehicle Operator's license throughout employment.

Must submit to a background check, including fingerprinting, and be bondable

Be available to work early evenings and weekends, when needed and within the domain and capacity of New Milford Social Services.

Bi-Lingual in Spanish, required.

Military experience desirable but not required

Approved by Town Council 2-14-22

Working Conditions, Physical and Mental Requirements: Occasionally may be exposed to inclement weather in carrying out duties. Incumbents in this class must have adequate physical strength, stamina, physical agility and visual and auditory acuity, and must maintain such physical fitness as to be able to perform the duties of the class. A physical examination may be required.

Frequency: Place an “X” in each box that is appropriate to your job.

NEVER (N) 0 % of Shift	OCCASIONALLY (O) 1-33% of Shift				FREQUENTLY (F) 34-66% of Shift	CONSTANTLY (C) 67-100% of Shift			
Frequency:	N	O	F	C	Frequency:	N	O	F	C
Physical Demands:					Depth Perception				X
Standing				X	Color Distinction				X
Walking				X	Peripheral Vision				X
Sitting			X		Driving		X		
Lifting			X		Physical Strength:				
Carrying			X		Little Physical Effort (-10 lbs.)			X	
Pushing			X		Light Work (-20 lbs.)		X		
Pulling			X		Medium Work (20-50 lbs.)		X		
Climbing		X			Heavy Work (50-100 lbs.)		X		
Balancing		X			Very Heavy Work (100+ lbs.)		X		
Stooping		X			Environmental Conditions:				
Kneeling		X			Cold (50 degrees F or less)		X		
Crouching		X			Heat (90 degrees F or more)		X		
Crawling	X				Temperature Changes			X	
Reaching			X		Wetness		X		
Handling				X	Humidity		X		
Grasping			X		Extreme Noise or Vibration		X		
Twisting			X		Exposure to Chemicals		X		
Feeling			X		Exposure to Gases and Fumes		X		
Talking			X		Exposure to Unpleasant Odors		X		
Hearing				X	Exposure to bodily fluids		X		
Repetitive Motion				X	Exposure to dampness		X		
Hand/Eye/Foot Coordination				X	Confinement to a Small/Restricting Area		X		
Visual Acuity/Near				X	Mechanical Hazards		X		
Visual Acuity/Far				X	Physical danger		X		

The above statements are intended to describe the general nature and level of work being performed by the employee assigned to this position. They are not to be construed as an exhaustive list of all job responsibilities and duties performed by personnel so classified.

The Town of New Milford is an equal opportunity employer. In compliance with the Americans with Disabilities Act, the Town will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the Town when necessary.

