



Position Description
MASONIC ASSISTANCE
SOCIAL WORKER

Entity: Masonic Homes of California

Payroll Type: Non-Exempt

Department: Masonic Outreach Services (MOS)

Supervisory: No

Reports To: Manager of Masonic Assistance

Work Status: Full Time

Location of Job: Union City

Revised: 10/9/2017

Position Held By: Open

Regular Hours: 40 hours per week

Schedule: Flexible: Monday through Friday - Additional hours occasional, some weekends and evenings may be required.

JOB CULTURE

The Masonic Homes of California are committed to a culture of Leadership. Our culture is to provide superior service to members, residents and staff through a sound and progressive model of service and care which aligns our mission, vision and operations. We demonstrate excellence in core services and place value on high quality job performance, professional development, effective time management, budget management, workplace safety and resident/employee satisfaction. We are dedicated to disciplined innovation and continuous quality improvement – we are a learning company. We are committed to sharing our knowledge and being an organization that attracts the best and brightest talent. We are team-oriented, caring and honest.

JOB SUMMARY

The Masonic Assistance Social Worker directly supports the Masonic Assistance Service line, which is the first established contact for the Masonic Homes of California's various Masonic Relief Programs. The Masonic Assistance Social Worker conducts telephone consultations with prospective clients, fraternal members, their families and other referral sources by assessing an individual's physical, psychosocial and financial situation. After conducting an in-depth telephone intake, the Masonic Assistance Social Worker provides needs-based coordination of services and crisis assessment and intervention. The Masonic Assistance Social Worker also holds a caseload of short-term high-needs or at-risk callers, providing follow-up calls to guide them through the application process and connect them to available resources. Masonic Assistance staff utilize Salesforce for client tracking software and detailed data entry into the Salesforce database is required for all calls. This position requires proven computer skills and excellent writing skills.

The Masonic Assistance Social Worker also takes the lead in managing Masonic Home webpage content, working alongside the Communications department to develop an online resource guide by creating original content and linking to already existing content. The Masonic Assistance Social Worker must have a strong social services background in gerontology, mental health and/or adult and children's services and be knowledgeable about resources, funding opportunities and community providers.

ESSENTIAL FUNCTIONS

- Conducts telephone assessments to evaluate physical, psychological, functional, financial, emotional and environmental status of callers and/or applicants.
- Assesses current status of callers, formulating plans to move forward with services, utilizing and referring to all available needed resources, maintaining diplomacy, respect, and professionalism at all times.
- Formulates preliminary budgets based on caller information to determine pre-qualification for services, following program guidelines and utilizing pre-established tools.
- Provides appropriate information and guidance and/or makes appropriate referrals to Masonic Relief Organizations, county services, and private and local services that the caller may be eligible for, all to ensure safety and improve overall financial and social well-being of the caller/applicant.
- Provides immediate telephone Care Management to stabilize at-risk situations, working closely with management, lodges, and other collateral organizations.
- Provides temporary ongoing telephone Care Management to shepherd high-needs applicants through the application process and/or to connect them with needed services and resources.
- Prepares regular correspondence with applicants, families, and lodges regarding the status of applications and any additional information requested.
- Informs caller and responsible parties of all public benefits to which they may be entitled and provides guidance in obtaining these benefits.
- Interacts with membership, internal staff, volunteer membership, and resource partners, ensuring consistent messaging.
- Facilitates, identifies, researches and drafts content for website resource guide.
- Works closely with and also researches various resources.
- Adheres to all mandated reporting laws, preparing written and verbal reports as required.
- Adheres to all privacy laws and stays up to date with HIPAA regulations to maintain compliance.
- Assists with additional communications efforts as needed and as capacity allows.
- Occasional travel may be required to support community outreach events.

SKILLS, ABILITIES AND EXPERIENCE

- Must be a skilled social services worker, knowledgeable of aging services and mental health with the ability to demonstrate compassion, creative thinking and professional judgment.
- Must be well versed in county and community resources for aging and at-risk populations. Experience with social service benefit programs that are available to families and children, as well seniors, such as Medicare, MediCal, SSI, SSDI, TANIF, CalFresh, etc., and experience with assisting others to obtain these benefits.
- Must be a strong writer and verbally articulate communicator in English with exceptional interpersonal and organizational skills.
- Possess advanced computer knowledge on various platforms, including Microsoft Office applications. Salesforce knowledge a plus.

EDUCATIONAL /LICENSES/CERTIFICATES AND WORK EXPERIENCE REQUIREMENTS

Any combination of education and experience which would provide the necessary knowledge and abilities listed, typically:

- A Bachelor's degree in Social Work, Psychology, Gerontology, or related field from an accredited college/university required with extensive relevant experience (3-5 years) in non-clinical social work, case management or similar related positions.
- A Master's degree in Social Work, Psychology, Gerontology, or related field from an accredited college/university is preferred.
- Must possess and maintain a valid California driver's license without restrictions.

OBRA & TITLE 22 REQUIREMENTS

Ensures that residents' rights to fair and equitable treatment, self-determination, individuality, privacy, property and civil rights, including the right to wage a complaint, are well established and maintained at all times.

Maintains **confidentiality** of appropriate resident care information to assure their rights are protected.

Reports all incidents/accidents, unsafe and hazardous conditions/equipment immediately. Follows established safety rules and regulations. Maintains work area in a clean, orderly and safe manner.

EQUIPMENT/MACHINES/WORK AIDS

Computer/Peripherals

Copy machine

Scanner

Telephone/Fax

Software's used (MS Word, Excel, Outlook, Publisher, Adobe Extended Pro and Salesforce CRM)

ENVIRONMENTAL CONDITIONS

Office

PHYSICAL REQUIREMENTS

- Standing - Frequently
- Walking - Frequently
- Sitting - Frequently
- Lifting - Occasionally, up to 10 lbs.
- Bending - Occasionally
- Lying - Never
- Twisting - Occasionally
- Reaching or stretching - Occasionally
- Pushing, Pulling, Dragging - Occasionally
- Climbing - Never
- Balancing - Never
- Kneeling/Crouching or squatting - Occasionally
- Use of feet, other than walking - Never
- Use of hands - Requires simple grasping, firm grasping, or fine manipulation with dominant/non-dominant hand or both hands.
- Hearing - Requires the ability to hear at close range (0-5 feet) and at a distance (up to 20 feet).
- Vision - Requires clarity of vision at 20 inches or less, accommodation of eye to focus clearly at varying distances and the ability to identify and distinguish exact colors.

This job description has been developed to identify some of the duties and responsibilities of this position. It is not intended to limit or encompass all duties and responsibilities of the position.

MHC at its sole and absolute discretion, expressly reserves the right to modify, supplement, delete or augment the duties and responsibilities specified in this and all job descriptions.

ACKNOWLEDGMENT

I have read the above requirements and duties of the position and by my signature as noted below hereby accept these conditions of employment of the Masonic Home at Union City.

Employee

Supervisor

Date Signed

Date Signed