



# BOOKER T. WASHINGTON

COMMUNITY SERVICE CENTER

**Position Title:** Community Wellness and Stabilization Program Social Worker

**FLSA:** Exempt, Full Time

**Salary:** \$80,000 - \$87,000 annually with full benefits

**Schedule:** 40 hours/week

**Location:** On-site, San Francisco, CA

**Mission:**

The Booker T. Washington Community Service Center's mission is to empower the lives of our community by offering individuals and families the services and support they need to become self-sufficient. The oldest Black-led, Black-serving organization in San Francisco, BTWCSC has been a beacon of support and light for the Fillmore/Western Addition community for over a century. We reduce economic and racial disparities by serving as a one-stop hub providing affordable housing, education, senior services, family stabilization, workforce development, and community building. BTWCSC is an anchor institution and is one of the few urban spaces where anyone in the community can access comprehensive services, from a hot meal to childcare to academic support to senior services.

**Summary:** The BTW Social Worker will be under the direct supervision of the Deputy Director and will be responsible for providing programmatic, case management, operational and administrative support for Booker T's Community Wellness and Stabilization Program. The Social Worker manages holistic health and wellness initiatives, including case management for our clients and prospective clients, promoting culturally relevant community and wellness programs for BTWCSC participants and being the point of contact for community stabilization efforts. Case management includes intakes/assessment, creating wellness plans, supporting clients in obtaining services and fulfilling their wellness plans and doing exit interviews after successful stabilization is achieved. The position offers the successful candidate the opportunity to be detail-oriented and leverage their teamwork, organizational, logistical, and communication skills to forward our mission to support and maintain a healthy and vibrant community designed to reduce social, health, economic, and education disparities that challenge the people we serve, primarily under-resourced children, their families and seniors.

**Essential Duties:**

- Leads case management, community engagement, and health promotion activities to support BTWCSC's Community Wellness and Stabilization Program.
- Provide intakes and case management for program participants.
- Conducts assessments, offers treatment, secures resources, monitors improvement, and is an advocate for BTWCSC's caseload of vulnerable youth, families and seniors.
- Supports the development and implementation of the following key program areas in collaboration with and support of the Deputy Director:
  - Community Stabilization and Emergency Support
  - Mental Health and Behavioral Health Services
  - Cultural Gatherings
  - Case Management and Intakes

- o Outreach, Engagement, and Community Coordination
- Manages and coordinates BTW therapeutic providers, vendors and subcontractors to ensure high quality therapeutic services, individual therapy and wellness groups.
- Initiates referrals to community based organizations and health systems.
- Work with Community Wellness and Stabilization Team to facilitate community access to resources, including locating housing, food, clothing, school programs, vocational opportunities or services, providers to teach life skills, and relevant mental health services and make contact with social support networks.
- Perform outreach and engagement activities at housing sites, businesses, and targeted locations with the San Francisco District 5 and Western Addition/Fillmore community.
- Manages entry-level staff on the Community Wellness and Stabilization Team.
- Compile and submit monthly reports on a timely basis.
- Adhere to agency policy, procedures, and the professional code of ethics.
- Vets and develops relationships with and assesses program impact of Wellness and Stabilization Team subcontractors and vendors.
- Establish a consistent presentation outline for events and department overviews.
- Prepares outreach materials and packets.
- Oversees and provides collaborative measures of integrating volunteers input for the program.
- Organizing community events, workshops, appearances, and other outreach activities.
- Implement marketing and planning tools to promote the organization's services.
- Work collaboratively with other program managers to ensure best practices and client satisfaction among participants.
- Other duties as assigned by Deputy Director and/or Executive Director.

**Qualifications and Skills Required:**

- College degree in social work, public health, community development or similar, and LCSW is highly preferred.
- 4+ years of clinical social work experience in a supervised setting and/ or 6+ year social work experience in a similar community-based or school environment.
- Passion for working with vulnerable, low-income, or high-need youth to senior populations.
- Ability to communicate effectively and professionally with agency staff, clients, volunteers, and families served.
- Demonstrates professionalism, emotional intelligence, and integrity.
- Demonstrates ability to plan, implement and execute. Strong applicant must have the ability to be flexible and adapt to change.
- Excellent verbal, writing and comprehension skills.
- Ability to work with diversity and challenge, establish and maintain working relationships with co-workers, volunteers, funding source representatives, board members, and other service providers.
- Competent using MS/Google Office Suite and Excel.
- Ability to pay attention to detail is critical for the position.

**Certification, Licensure, Training:**

*Applicants must complete all requirements below:*

- Valid and current LCSW or LMSW license
- Current CA Driver's License, current auto insurance, and a clean driving record.
- Current CPR & First Aid Certificate (every two years after that)

- Current Immunizations (TB) (every two years after that)
- Clearance Child Mandated Reporting

**PROFESSIONAL EXPECTATIONS:** In addition to responsibilities, candidates will exhibit and represent behaviors consistent with the expectations within the BTWCSC competency guidelines listed below:

- Ability to maintain discretion and confidentiality and handle sensitive information.
- Demonstrates a desire to serve others and fulfill community needs for vulnerable populations
- Works effectively with people of different backgrounds, abilities, opinions, and perceptions.
- Builds rapport and relates well to others.
- Makes sound judgments and transfers learning from one situation to another. Exercise mature judgment and good decision-making.
- Embraces new approaches and discovers ideas to create a better member experience.
- Strives to meet or exceed goals and deliver a high-value experience for members.
- Pursues self-development that enhances job performance.
- Demonstrates an openness to change and seeks opportunities in the change process.

**PHYSICAL REQUIREMENTS:** Must be able to move 35 pounds safely. Must be able to remain in a stationary position during shift. Physical requirements are also typical of those needed in an office environment.

**HEALTH & SAFETY:** BTWCSC has implemented an organizational-wide vaccination requirement for all new staff to be fully vaccinated before their first day of work. It is critical for the safety of our participants and employees and to enhance our ability to continue to provide the vital services we offer to our participants. As part of the onboarding process, new hires must submit proof of vaccination status before their first day of employment. If you cannot get vaccinated against COVID-19 for medical or religious reasons, you can request a reasonable accommodation. An interactive meeting will be scheduled to discuss your request.

**SCHEDULE:**

- Monday - Friday, 9:00 am to 6:00 pm, occasional nights and weekends (Additional hours may be required for program activities include but are not limited to, BTW staff events, evening and late-night duty, and staff meetings; a calendar will be provided).

**BENEFITS & COMPENSATION:**

BTWCSC offers a competitive compensation package with paid time off and holidays, generous health and retirement benefits, and a salary commensurate with experience. This position is full time and exempt with an annual salary range of \$80,000 to \$87,000 plus a full benefits package, including:

- 100% employer covered excellent health, dental, and vision benefits
- Paid time off, including 15 days paid vacation, plus holidays and Center breaks/closures
- Workers compensation;
- Employee assistance program;
- Monthly wellness benefit after 90 days;
- Access to daily chef cooked meals and snacks;
- Commuter benefits;
- Life and disability insurance
- 401(k) with employer contribution
- Professional development opportunities, including conferences, seminars, webinars, and trainings

*BTWCSC is an Equal Opportunity Employer, committed to hiring a diverse workforce. All openings will be filled based on qualifications without regard to race, color, sex, sexual orientation, gender identity, national origin, marital status, veteran status, disability, age, religion or any other classification protected by law. Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records.*

**To Apply:**

- People of color and candidates with lived experience are strongly encouraged to apply.
- Please submit the following:
  - Cover letter detailing your fit and qualifications for the position
  - Copy of certifications
  - Resume or CV
  - Minimum of 2-3 references including at least one recent supervisors
  - Application submission screening will be completed on a rolling basis.