



Guest and Community Relations Social Worker Job Brief

Job Title: Guest and Community Relations Social Worker

Status: Exempt

Last Updated: May 2021

Job Summary: Under the direction of the Executive Director, works to oversee many of the day to day operations in our Guest Support Program. Must demonstrate a high degree of independent thinking and decision making to manage the Guest Support Program in the absence of the Executive Director. Approximate time distribution for assigned tasks:

- 65% Guest Support Program
- 30% Marketing and Communications
- 5% and Other Tasks as assigned

Job Responsibilities:

1) Guest Support Program to include:

- a. performs guest intakes, screenings, room assignments, and orientation to the house and Program;
- b. maintains knowledge of CHaD, Dartmouth-Hitchcock, and local resources to provide guests with relevant information;
- c. provides psychosocial assessment of guests;
- d. collaborates with social workers, care managers, and other professionals at local and statewide partnering organizations to ensure comprehensive support for families;
- e. maintains secure guest records and regularly audits Program databases;
- f. generates Program reports throughout year;
- g. creates and maintains Program policy and procedure documentation;
- h. maintains inventory and secures adequate food and other supplies to meet Program needs;
- i. creates and manages annual budget for the Guest Support Program;
- j. assists with recruiting and overseeing volunteers assisting with Program needs;

2) Marketing and Communications to include:

- a. maintain social media presence, including Facebook;
- b. generate content for bi-annual newsletter, website, and other marketing material;
- c. regularly creates and disseminates to key stakeholders pertinent communications on program updates
- d. assists with developing and implementing a minimum of one Volunteer Appreciation celebration per year;
- e. **represent David's House at speaking engagements;**

3) Other tasks as assigned, *but not limited to:*

- a. **maintains current knowledge of the history, mission and goals of David's House** and communicates that information to guests and visitors to the house
- b. greets visitors and gives house tours, directs vendors to the appropriate location, and/or processes cash and in-kind donations;
- c. Participates in developing, interpreting and implementing policies and procedures;
- d. attends staff meetings as scheduled;
- e. **attends and supports special events at David's House and in the community ;**
- f. participates in professional development opportunities as approved by ED.

Minimum Experience and Education

1. Social Work degree required
2. Prior social work experience preferred
3. Must possess and demonstrate exceptional listening, verbal and written communication skills, and be able to facilitate small and large group conversations.
4. Demonstrated skills in conflict resolution and developing and maintaining effective working relationships required.
5. Must be able to: (1) make independent evaluations or decisions based on appropriate judgmental criteria; (2) perform a variety of duties, often changing from one task to another of a different nature without loss of efficiency or composure; (3) work quickly without producing error; and (4) respect and preserve the confidential data to which this position has access.
6. Must be flexible with scheduling to meet the demands of the position, including occasional evening and weekend hours.
7. Must be organized, detail-oriented & self-motivated.
8. Must be comfortable working around families and children, and possess the ability to deal sensitively and effectively with individuals of diverse socio-economic and cultural backgrounds.
9. Occasional travel is required.

Employee acknowledgement

I have received a copy of the job description for my position: Guest and Community Relations Social Worker

I have reviewed this job description and I understand all my job duties and responsibilities. I am able to perform the essential **functions as outlined. I understand that my job may change on a temporary or regular basis according to the needs of David's House** without it being specifically included in the job description. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or the Executive Director.

I further understand that future performance evaluations and merit increases to my pay are based on my ability to perform the duties and responsibilities outlined in this job description to the satisfaction of my immediate supervisor.

I have discussed any questions I may have had about this job description prior to signing this form.

Signature _____ Date _____