



CITY OF BEVERLY

Job Posting (Vacancy)

Department: Health

Position: Social Services Navigator

Position Status: Non-Union

Salary: \$70,000 to \$85,000

Hours: 35 Hours per Week

Reports to: Health Director

Job Description: Provided

Interested applicants should submit resumes to jobs@beverlyma.gov or mail to City of Beverly, Human Resources, 191 Cabot Street, Beverly, MA 01915.

The City of Beverly is committed to working to build and sustain a diverse, equitable, and inclusive work environment where cultural diversity is celebrated and valued. We believe diversity benefits and enriches the development of all of our employees in every department. Our commitment to a more diverse staff provides for better overall service to all of our residents, community stakeholders and visitors. We strongly encourage people from underrepresented groups to apply.

For this position, individuals who are bi/multilingual, preferably in Spanish, Portuguese and/or Albanian, are highly encouraged to apply.

Posted May 20, 2025

**City of Beverly
MASSACHUSETTS**

JOB DESCRIPTION

Title: Social Services Navigator

Supervisor: Director of Public Health

Grade: N/A

Union: Non-union

Summary:

The Social Services Navigator provides strategic support to the community and to the City of Beverly Health Department in the areas of mental health and access and other related social services. This position is charged with developing, collaborating, and implementing programs to increase community access to behavioral health care and essential resources for residents (e.g., housing, food insecurity, substance use, etc.).

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Include the following; other duties may be assigned.

- Identify all social service-related services within the City of Beverly and surrounding areas and actively maintain a resource list with the most current information.
- Create and sustain a Beverly Hoarding Task Force and incorporate all essential stakeholders within the first 12 months of hire.
- Regularly collaborate with other social-service-related agencies within Beverly (e.g., COA social worker, PD mental health clinician, BPS- City Connects program, bootstraps, faith-based establishments, etc.).
- Provide Beverly residents with information pertaining to resources, referrals and advocacy.
- Identify current gaps in services.
- Based on the gaps identified within the community, create programs to assist with these resource gaps.
- Respond to active incidents at the request of human services and public safety personnel.

- Provide on-going community-based support and consultation to individuals and families.
- Provide informal counseling and crisis intervention (intake and assessment).
- Provide on-site visits to clients as needed.
- Provide referrals to clients as needed and link clients to care (e.g., an individual dealing with SUD who has Mass Health and needs mental health/SUD disorder treatment).
- Work with underserved populations such as, the unhoused, racial and ethnic minority groups/people of color, refugees, single-parent families, new mothers, women with children, individuals with low socioeconomic status and low educational attainment, mental health conditions (e.g., hoarding), individuals with disabilities, individuals with limited English proficiency (LEP), Medicaid-eligible individuals who are not enrolled; promote connectivity and relationship building with these groups.
- Coordinate support and education groups as needed.
- Host and participate in community-wide educational events in coordination with other departments such as Police, Fire, COA, etc.
- Provide psychological first aid (formal training will be provided).
- Serve as a member of the Be Healthy Beverly Coalition and any other relevant collaboratives the Director sees appropriate for the Social Services Navigator to attend.
- Provide reports to the Director of Public Health, Mayor, and City Council as needed.
- Implement a plan for dissemination of information to the community and stakeholders.
- Work with other local, state and federal agencies to coordinate a system of care and best practices.
- Support development of grant and funding opportunities.
- Maintain data collection related to position including but not limited to number of referrals, responses, outcomes, and other relevant measures.
- Create/provide resource-related content for social media platforms.
- Provide office hours at satellite locations to better reach community members (e.g., library, storefront, faith-based institutions).

QUALIFICATIONS:

Graduate degree with a degree in social work or mental health counseling or an equivalent combination of education and experience. LCSW/LICSW or LMHC preferred.

Bilingual/multilingual in Spanish, Portuguese or Albanian are highly **preferred**.

Skills, knowledge and prior experience required:

- Thorough knowledge of evidence-based intervention and treatment strategies.
- Multi-tasking skills
- Experience developing programs and reporting systems
- Ability to work with multiple teams and departments effectively as well as independently
- Knowledge of mental health disorders including substance use disorders, PTSD and hoarding
- Excellent verbal and written communication skills, including public speaking
- Ability to de-escalate contentious situations
- Proficiency in Microsoft Office and Google programs
- The employee will have access to confidential information, including department and client records related to communicable diseases and lawsuits, in accordance with the State's Public Records Law.

Travel and other conditions or requirements:

- Valid driver's license
- Travel to meetings, conferences and trainings within the City of Beverly and Massachusetts.
- Reliable transportation for in-state travel
- In-home visits as needed
- Work one late night per week: (e.g., 12 pm to 8 pm)
- Availability for occasional weekend events

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit. The employee frequently is required to stand, walk, talk and hear. The employee is occasionally required to use hands to finger, handle, or feel objects, tools, or controls and reach with hands and arms, climb or balance or stoop.

The employee must lift and/or move up to 10 pounds. Specific vision abilities required by this job include the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Work setting: in office in person at the Beverly Health Department or approved satellite location (e.g. library).

The noise level in the work environment is usually quiet to moderate.