

CITY OF CHATTANOOGA
Classification Specification Title: Social Worker

Department: Public Library

Pay Grade: GS.10

Supervision Received From: Executive Director Library

FLSA Status: Non-Exempt

Supervisory Responsibility For: None

Established: 7/01/21

**Revision Dates: 1/16/26;
1/09/26; 4/04/25; 10/20/23**

CLASSIFICATION SUMMARY:

The Social Worker is a licensed position that provides for advocacy in the form of support and information for individuals, families, and seniors who are experiencing financial or any other kind of crisis.

SERIES LEVEL: This is a stand-alone position.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Provides support for individuals needing assistance, helps to identify resources, and facilitates options to improve a better quality of life.

Performs initial interview, listens to problems, identifies issues, documents case notes, and compiles documents as necessary.

Refers clients to other agencies and support systems; works closely with other coordinators and court personnel to provide documentation and determine resources and support needed.

Schedules, arranges, and organizes client appointments with resources, social service connections, and other agencies; answers questions and directs clients to appropriate areas.

Input data and tracks information of client services, referrals, and statuses; maintains and updates databases and other programs.

Participates in and conducts various community activities; assists and is actively involved in health fairs, local police department events, and other community courts; provides information, sets up tables, and ensures community is made aware of services.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers, and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs any and all other work as needed or assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS: Bachelor's Degree in Social Services or related field and three (3) years of experience in social services, community management, or related work with a license in social work in the State of Tennessee.

OR

Master's Degree in Social Services or related field and two (2) years of experience in social services, community management, or related work with the ability to obtain a license in social work in the State of Tennessee within six (6) months of hire.

LICENSING AND CERTIFICATIONS: Licensed social worker in the State of Tennessee.

KNOWLEDGE AND SKILLS: Knowledge of the principles of civil and criminal law, city ordinances, state and federal laws, established precedents and sources of legal reference; knowledge of public service projects and programs; knowledge of customer service and related skills. Ability to use office machines and computer software; ability to coordinate, facilitate, and participate in community events and opportunities; ability to document social services activities and make presentations; ability to prepare routine correspondence and communication.

PHYSICAL DEMANDS: Positions in this class typically require reaching, fingering, grasping, talking, hearing, seeing, and repetitive motions.

WORK ENVIRONMENT: Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: Y

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.