



VILLAGE OF BRIDGEVIEW

7500 SOUTH OKETO AVENUE
BRIDGEVIEW, ILLINOIS 60455
708-594-2525



VILLAGE PRESIDENT
STEVEN M. LANDEK

CLERK
JOHN C. ALTAR

TRUSTEES
PATRICIA A. HIGGINSON
KALID BASTE
NORMA J. PINION
MICHAEL J. PTICEK
CLAUDETTE STRUZIK
GARY D. LEWIS



KEN J. PANNARALLA
DIRECTOR OF
HUMAN RESOURCES

Job Title: Social Services Worker

Department: Village of Bridgeview

Date: January 2025

Status: Open

The Village of Bridgeview is seeking a compassionate and dedicated individual to join our team as a Village Social Services Worker. This position collaborates with law and code enforcement officers to provide essential support to our community. The Social Services Worker will work in partnership with all Bridgeview Village Departments to address the complex social issues faced by residents, including mental health crises, substance abuse, domestic violence, and homelessness. By integrating social services principles into village practices, the incumbent will work to enhance community safety and well-being while promoting equitable access to resources and services.

JOB SUMMARY

The Social Services Worker will work closely with village personnel to provide crisis intervention, de-escalation, and social service referrals to individuals and families in need. This role requires a strong commitment to social justice, empathy, and the ability to collaborate effectively with diverse stakeholders. The position reports directly to the Mayor's office or designees.

DUTIES AND RESPONSIBILITIES

- Conduct assessments of individuals in crisis situations to determine appropriate interventions and referrals.
- Independently follows up on referrals from police officers, local schools, hospitals, and the public, and serves as a consultant to village employees regarding management of cases.
- Provide crisis intervention and de-escalation support to individuals experiencing mental health crises, substance abuse issues, domestic violence, or other social challenges.
- Determines the best course of action and provides short-term crisis intervention services in emergency situations.



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- Provides short-term individual and family counseling in situations involving domestic disputes, substance abuse, mental health issues, trauma, grief and loss, and juvenile and elder issues.
- Collaborate with village departments to develop and implement strategies for addressing social issues within the community.
- Connect individuals and families with relevant social services, including mental health treatment, substance abuse counseling, housing assistance, and other support programs.
- Serve as a liaison between law enforcement agencies, social service organizations, and community members to facilitate communication and collaboration.
- Participate in community outreach efforts to raise awareness of available resources and promote positive relationships between residents and Village personnel.
- Maintain accurate records of interactions, assessments, and referrals in accordance with departmental policies and procedures.
- Provide training and education to Village employees on topics related to social service principles, crisis intervention techniques, mental health issues and community resources.
- Other duties as assigned.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT (add in additional Village requirements)

The Social Services Worker may be required to respond to crisis situations in various locations throughout the community, including private residences, public spaces, and institutional settings. This role involves frequent interaction with individuals experiencing emotional distress or behavioral challenges. The incumbent must be able to communicate effectively and maintain composure in stressful situations. The position may require occasional evening or weekend hours to accommodate community needs.

QUALIFICATIONS:

- Bachelor's degree in social work, counseling/clinical psychology, marriage and family therapy, or a related field.
- State of Illinois license in social work or an equivalent license.
- Experience in crisis intervention and providing mental health services to individuals and families.
- Clearance of a criminal background check
- Proficiency with current computer technology, job-specific software, and customer service system.



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- Knowledgeable about community resources and able to network well.
- Flexibility to attend different events in the community.
- Strong communication and interpersonal skills, with the ability to establish rapport with individuals from diverse backgrounds.
- Ability to work collaboratively with law enforcement/village personnel, social service agencies, and community stakeholders.
- Familiarity with relevant laws, regulations, and ethical standards governing practice.
- Valid driver's license.

SALARY: Negotiable

BENEFITS: Full benefits package comparable to all full-time nonunion municipal employees.



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