

ESSENTIAL DUTIES AND RESPONSIBILITIES

The initial social work position began in November 2023. Since November 2023, the social work position has grown and gained additional responsibilities.

In 2023, the total number of client contacts was under 500. In 2024 and 2025, the number of client contacts was over 1,500. As of 3/2026, the social work position and social work intern position have had over 450 client contacts. Client contacts include follow-ups from all referral sources, including JFD crews, community members, and other social service entities. During the client contact, a need and risk assessment is completed to provide resources and referrals to ensure the client's needs are met. Clients may need more than one referral to more than one agency. The social work position assists clients in identifying and obtaining the needed resources to improve their quality of life. More importantly, the social work position assists in following up and accountability, both for the client and with other social service agencies.

A responsibility that is included in the social work position is completing mental health referrals for the Joliet mental health program. In 2023, there were a total of 171 mental health referrals. In 2024, there were a total of 224 mental health referrals. In 2025, there were a total of 251 referrals. The number of mental health referrals has continuously increased. During a mental health referral, a risk and needs assessment is completed to ensure that any other client needs are being met and any other referrals are also being completed.

To ensure client needs are met, the social worker assists with organizing, facilitating, and maintaining documentation for the Community Cares Program meeting. JFD hosts the CCP meeting on the first and third Tuesday of each month at 9:00 am. The social worker position has organized an email distribution list that consists of the majority of the Will County social service agencies. The social worker sends out the invite and sends reminders. The social worker assists in facilitating the meeting, which includes taking attendance, maintaining proper documentation of all the clients that are discussed, and other important documentation areas, and maintaining a record of what agencies are providing what clients with assistance. The social worker position also assists in building and fostering relationships with other social service providers. JFD has become a leader in the community, and many social service agencies contact JFD and the social workers for assistance and guidance. In 2026, the social work position has provided agencies with assistance over 25 times in the past two months. These assistances range from welfare checks to providing debriefings for staff.

While the above are the main responsibilities of the social work position, there are other responsibilities that the social worker assists in, including but not limited to home visits, site visits, traumatic events, and overall community well-being. The social work position encompasses many responsibilities that could benefit from an additional position to continue ensuring client needs are being met and to ensure the quality of life for the residents of Joliet and other communities continues to improve.