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| <b>SECTION:</b>                            | <b>600.00 STAFF / VOLUNTEER JOB DESCRIPTIONS</b>                |
| <b>POLICY NUMBER AND TITLE:</b>            | <b>614.00 SOCIAL WORKER/SOCIAL SERVICE WORKER</b>               |

614.00            **JOB TITLE**                            **SOCIAL WORKER/SOCIAL SERVICE WORKER**

**REPORT AND ACCOUNTABLE TO:**    **The Manager of Programs and Services**

**POSITION PURPOSE:**

1. The Social Worker/Support Services Worker functions as a member of the multidisciplinary Team and provides psycho-social assessment, case management and a range of interventions to assist people living with HIV and/or Hepatitis C to achieve optimum psycho-social functioning and prevent unnecessary deterioration. This includes counselling, consultation, education and advocacy functions for clients and/or families/ substitute decision makers (SDMs)

**POSITION RESPONSIBILITIES:**

**Direct Client Services**

1. Works with appropriate health care providers to ensure appropriate treatment and/or care plans are developed, implemented and evaluated.
2. Monitors client's progress – including evaluation of, and adjustments to, treatment/care plans, maintains supportive relationship with the client and family members as well as substitute decision makers and links to and coordinates required services while coordinating client care.
3. Participates as an active member of the Direct Client & Clinical Services Departments' multidisciplinary team, and acts as a clinical resource consultant, in regular client conferences to provide a forum for discussion of possible resolutions to client care issues and to provide an opportunity to initiate improvements in the quality of service provided to the client.
4. Provides one-on-one and/or group supportive counselling.
5. Provides travel accompaniment to registered Agency clients accessing clinical services within or outside of the organization.

## **Case Management**

1. Completes social work assessment to identify client psycho-social needs and determine therapeutic treatment goals.
2. Provides comprehensive case management, support and internal and external referral services for program clients.
3. Monitors and re-assesses client progress on an ongoing basis, and adjusts goals and treatment program accordingly, to ensure that assessment needs are realized.
4. Manages service delivery in conjunction with the treatment team, clients, their family members and substitute decision makers, and other service providers/agencies, via telephone, home visiting, office visiting, and written conferences
5. Assists in completing forms and needed paperwork (i.e. Ontario Works, ODSP, Trillium, Birth Certificate, tribunal, housing etc...).
6. Advocates on behalf of service users for better services.
7. Assists with preparation of service user related social gatherings (ie. Christmas party).
8. Refers to appropriate health care provider, to offer educational health and treatment information.
9. Uses sound professional judgment and acts in accordance with all Réseau ACCESS Network policies and procedures and standards of practice set forth by the Ontario College of Social Workers and Social Service Workers (OCSWSSW)

## **Practical Assistance**

1. As per established guidelines, facilitate practical support assistance (i.e. food bank, bus tickets, trillium deductible and the holiday hampers).
2. Accompany clients **needing additional supports** to medical appointments. Staff must have completed their "G" licence and have a good driving record, be covered under the Agency's vehicle insurance, or have appropriate insurances if using their own vehicles.

## **Outreach and Support**

1. Provide ongoing home visits for **housebound and hard to reach** registered clients.
2. Provide hospital/jail visits as requested/needed by registered clients.

## **Enhance Partnerships**

1. Participate to community committees (as needed) established to enhance services for mutual clients.
2. Participate in networking opportunities through the Northern Case Managers' Support Link.
3. Act as spokesperson for clients on issues of HIV/HCV to community partners.

## **Administration**

1. Protects client privacy and confidentiality in accordance with legislation, Réseau ACCESS Network policies, and standards established by OCSWSSW
2. Maintains clinical records and documents client assessment findings, goals, treatment plans, and interventions in accordance with professional standards of practice.
3. Performs administrative tasks as related to the position. This includes activities such as time planning, documentation, report preparation and other duties as required.
4. Participates in regular program review and evaluation with a continuous quality improvement focus and recommend appropriate changes to the Manager of Programs and Services.
5. Develop and maintain client on-line files and database including contact information, activities and client service history, ensuring these are secure and confidential.
6. Ensure that all necessary reports are completed and submitted to the appropriate sources meeting set deadlines (i.e. OCASE, OCHART, LINK2Feed, etc).
7. Assist in the development and implementation of policies and procedures set out by the Board of Directors of Réseau ACCESS Network.
8. Participate in Provincial networking opportunities with peer Social Workers/Social Service Workers.
9. Participate as a team member in all team functions – program planning, team meetings, department meetings, and case conferences.
10. In consultation with the Manager of Programs and Services, arrange for knowledge transfer to staff and contribute to the overall day to day running of the agency.

## **Responsibilities to:** Executive Director and/or the Manager of Programs and Services

1. Compile and submit activity reports and pertinent statistics as requested.
2. Meet regularly with the Manager of Programs and Services to keep them fully informed on program developments, problems successes and activities.

## **Other:**

1. Contributes to a safe and healthy environment by following safe work procedures, reporting injuries, illnesses, and unsafe working conditions
2. Maintain and develop professional competence and learning.
3. Perform other related duties as assigned by the Executive Director and/or the Manager of Programs and Services.
4. Assist with the regular upkeep of Réseau ACCESS Network offices.

## **Qualifications**

- BSW or MSW preferred or undergraduate degree/certificate from a recognized university / college.
- Minimum two years' experience providing case management with individuals with a

- chronic disease and issues relating to mental health and substance use.
- Must hold a current membership certificate with the Ontario College of Social Workers and Social Service Workers, or eligibility for membership with designated College.
- Demonstrated knowledge of Indigenous communities, cultures, perspectives and organizations as well as an understanding of the effects of intergenerational trauma on Indigenous persons.
- Strong knowledge of issues affecting marginalized communities.
- Thorough knowledge and understanding of the local health and social service sector, government programs and current legislation that may affect clients.
- Demonstrated ability to work under pressure, to anticipate potential problems/conflicts and take appropriate actions and to meet deadlines.
- Excellent interpersonal, presentation and communication skills.
- Demonstrated ability to work independently and as a team member within an evolving role in a multidisciplinary environment.
- Excellent advocacy and negotiation skills.
- Thorough knowledge and experience of HIV/ Hepatitis and harm reduction, addictions and mental health considered an asset.
- **Bilingual (French/English) candidates or those of Indigenous decent will be given priority consideration for this position if found qualified.**

### **Skills**

- High level of comfort with diverse populations (i.e. sexual orientation, gender identity, substance use) with varying levels of comprehension and language capability
- Strong interviewing and assessment skills.
- Able to work independently
- Self-directed and able to take initiative.
- Strong one on one and group counselling skills.
- Strong decision-making skills.
- Ability to speak openly and frankly about sexuality in a supportive, non-judgmental manner.
- Excellent communication skills (oral, aural and written).
- Strong collaboration skills to manage service delivery in conjunction with the treatment team, clients, their family members or substitute decision makers, and other health care professionals
- Creativity and innovation may be required to create/ modify an existing strategy or intervention technique to suit the individual needs of clients

### **Working Conditions**

- Work requires a high degree of analysis, independent judgment, and mental challenge when developing solutions to improve psycho-social functioning, prevent unnecessary

- deterioration, and promote client independence
- Physical requirements include the dexterity to reach, stand, squat, twist, lift light loads, and the ability to do sedentary work.
- Must be flexible to work evenings and weekends.
- Must be able to work in a variety of settings (home settings, jail, and other agencies).
- Overtime compensated by time off in lieu.  
Access to a vehicle with valid driver's license and appropriate work-related insurance coverage.

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