

Job Class Profile: Addictions Officer**Pay Level: CG-39 Point Band: 882-915**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	6	6	2	5	6	5	5	2	3	
Points	280	100	13	24	180	108	103	43	32	883

JOB SUMMARY

The Addictions Officer is responsible for providing independent, professional addiction counselling services in an outpatient setting to residents within a region of the Province. Services are provided to clients presenting with various chemical addictions and/or gambling addictions as well as mental health issues. Work includes assessment, counselling, treatment and follow up to assist clients with maintaining a non-dependent lifestyle.

Key and Periodic Activities

- Provides specialized addictions counseling services to restore normal functioning to clients and families within the Addictions and Mental Health Program.
- Screens referrals, conducts assessments of client needs through interviews, presents the case to team members and assists with case plan development.
- Completes various forms and prepares client progress notes. Inputs information into the Client Referral Management System (CRMS).
- Collaborates and consults with other healthcare professionals, both internal and external to the organization, on addictions issues.
- Prepares and implements health prevention/health promotional activities to other professionals and the community.
- Conducts research on complex issues through self directed learning, literature reviews, peer consultation, and formalized training to better support clients.
- Completes impaired driving assessments and provides written reports to Motor Registration Division.
- Represents the organization on internal and external committees
- Responds to and provides services during community crisis situations.

SKILL**Knowledge****General and Specific Knowledge:**

- Knowledge of:

- Assessment techniques and treatment plans.
- Addictions issues.
- Client Referral Management Systems operation.
- Research techniques.

Formal Education and/or Certification(s):

Minimum: Undergraduate degree in Social Work and registration with the professional association.

Years of Experience:

- Minimum: 1 to 2 years experience including experience in addictions and or mental health within the last 5 years.

Competencies:

- Counselling skills.
- Written and oral communication skills.
- Presentation skills
- Computer operation

Interpersonal Skills

- A range of interpersonal skills are used to listen and ask questions during counselling sessions and when completing assessments, provide information sessions on addictions issues to other professionals and the community, provide care, comfort and nurturing, provide support, guidance and advocacy on behalf of clients, and liaise or collaborate with a variety of outside agencies (i.e. police, social work supports, etc) to address client issues when necessary. There is also a requirement to coach and mentor clients, teach, give formal presentations, facilitate meetings, and deal with upset or angry people.
- The most significant or frequent contacts are with clients to discuss their issues, with co-workers to consult and collaborate on case files and programming, and with community agencies to provide feedback, case planning and connect clients with resources.

EFFORT

Physical Effort

- Work demands do not result in considerable fatigue requiring periods of rest and there is generally no requirement for strength or endurance.
- This class occasionally lifts presentation materials and equipment up to 25 lbs.
- The majority of time is spent sitting at a desk either to meet with clients, prepare assessments or make phone calls. Occasionally required to stand when delivering presentations, walk, and drive.

Concentration

- **Visual** concentration is regularly required to observe clients during counselling and when driving to ensure safety.
- **Auditory** concentration is regularly required to listen to clients to ensure accurate assessments.
- Higher than normal levels of **attentiveness** is required on a regular basis when working with clients to assess risk and ensure client safety.

- Regularly exposed to **time pressures** and occasionally exposed to **interruptions and lack of control of the work pace**. Client documentation must be input within 24 hours. Some reports are required by outside agencies are time sensitive. Crisis situations require you to respond immediately.
- **Exact results and precision** is required when grading assessments and testing.

Complexity

- Work typically involves tasks that are quite different, but allow the use of similar skills and knowledge.
- The most typical challenge or issue is arranging for services for clients that present with a variety of complex needs (i.e. mental health and addictions issues, no financial resources and inadequate housing). An assessment would be required; transport to the hospital for further assessment; contact with external agencies to assist with housing and financial issues, and continue with counselling until basic needs are met.
- Available resources include Social Worker Code of Ethics, Policy and Procedures Manual, co-workers, management and the Mental Health Care and Treatment Act.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks and activities are moderately prescribed or controlled through guidance from established policies and procedures and periodic consultation with management.
- Decisions can be made when conducting individual case planning, undertaking some health promotion activities, consulting and meeting with other professionals, screening referrals and providing clinical counselling.
- Exercises discretion and judgement to interpret directions and apply guidelines when conducting the intake assessment process and for waitlist management. Has a high degree of independent discretion and judgement in creating individual treatment plans for clients and in the selection of interventions and the implementation of treatment approaches.

Impact

- Impacts generally affect immediate work area, department and clients.
- Work activities impact information, processes and systems, health and safety, and corporate image.
- Completing assigned tasks have an impact on the client treatment and progress and will also assist other staff if the case is reassigned. Represents the organization at public activities which can contribute to corporate image and public opinion.
- In the event of a mistake or error, the consequence can have a significant impact on all parts of the organization, outside the organization, on clients, information, health and safety and corporate image.
- A typical example of an error would be incorrect client information contained on the referral and entered into the CRMS. The client could be negatively impacted in terms of supports being delivered to an incorrect address. The particular error will have an impact on the length of time to detect and correct.

Development and Leadership of Others

- Not responsible for the supervision of staff.
- Required to provide on the job advice and guidance, feedback, orientation to new employees, build morale and employee relations, organize and coordinate students and periodically check and review the work of colleagues. Work is performed as a team process and serves to support others with clinical issues, resource information and orientation, build respectful working relationships and work environments, coordinate student work, and act as a peer support for colleagues.
- Plays a team lead role in chairing local mental health and addictions awareness committees, relaying knowledge in the area to committee members and providing literature to members to enhance knowledge. Plays a project leader role in coordinating health promotion/health prevention activities.

WORKING CONDITIONS

Environmental Working Conditions

- There is no requirement to wear any safety equipment but will follow proper hand cleansing hygiene and are trained in conflict resolution to assist with volatile clients. Other precautions include following Occupational Health and Safety Guidelines, and Working Alone Policy.
- There is a limited likelihood of minor cuts, bruises, abrasions, or minor illnesses and any other injuries or illnesses beyond this level of severity are unlikely.
- Regularly required to travel to visit clients, and is exposed to infectious diseases as work is conducted in a public setting. Occasionally exposed to glare during driving and from computer screens, odours from personal hygiene issues, physical dangers or threats from clients, and adverse weather conditions while driving.