

Job Class Profile: Regional Social Work Co-ordinator**Pay Level: CG-46 Point Band: 1190-1253**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	8	7	3	6	8	7	7	6	4	
Points	373	117	19	29	240	152	144	129	43	1246

JOB SUMMARY

The Regional Social Work Co-ordinator provides regional clinical leadership, supervisory and administrative role for an entire social work program across sites and locations throughout a region. Duties involve the planning, coordinating, delivering and evaluating of social work services in a region and providing leadership and direction with regards to professional practice on a regional basis.

Key and Periodic Activities

- Develops, implements and evaluates clinical standards of practice and competencies in accordance with the provincial and national standards and best practice literature. Acts as a liaison with the Newfoundland and Labrador Association of Social Workers concerning professional and clinical practice issues.
- Acts as a consultant to clinical leaders, social work staff, other disciplines, external institutions, community agencies and educational institutions regarding social work issues.
- Provides leadership and supervision to social workers and social work support staff which includes assigning caseloads, providing education and training in clinical practice and theoretical approaches to intervention, direction in the area of standards of practice, interpreting organizational policies and procedures and providing guidance, approving leave, mentoring staff and students, participating in recruitment, and participating in performance planning.
- Represents the social work department and acts as a resource on clinical specialty issues at the administrative level; coordinates departmental planning exercises and prepares proposals for program developments.
- Develops and monitors social work quality initiatives, peer reviews and participates in other initiatives within a program to improve accountability.
- Handles a limited clinical social work caseload for a particular social work program which includes performing clinical assessment, intervention, development and implementation of clinical program and evaluation.
- Prepares responses for Regional Director on current topics of interests, capital equipment, budget proposals, etc.
- Chairs and/or participates on internal and external committees.
- Compiles accurate statistics to reflect workload and to identify trends in issues being presented and gaps in services.

Key and Periodic Activities

- Provides field instruction and supervision to Bachelor and Master's level clinical social work students in conjunction with Social Work Schools across Canada. Provides clinical instruction and evaluation.

SKILL

Knowledge

General and Specific Knowledge:

- In-depth knowledge of social work program
- Extensive knowledge of community based services, organizations and resources
- Evidence based practices, procedures, and current research in social work and specialized areas
- Advanced clinical skills in assessment, therapeutic intervention techniques, group process and dynamics, and community capacity building
- Ethical practices and standards

Formal Education and/or Certification(s):

- Minimum: Graduate Degree in Social Work
- Registration with the NL Association of Social Workers

Years of Experience:

Minimum: 3 years

Competencies:

- Provide clinical leadership
- Supervisory skills
- Write text to communicate complicated or conceptual ideas where clarity and precision of language is critical
- Work in a team environment
- Provide advanced clinical assessment and evaluation
- Develop plans that meet client needs
- Provide expert advice in the field of social work
- Excellent communication skills for interviewing and listening to clients
- Effective negotiation skills in advocating on behalf of clients and their families

Interpersonal Skills

- A range of interpersonal skills are used which includes listening, asking questions, providing expert advice or counselling to staff and management or the organization, conducting formal interviews, communicating complex information and direction to others, providing care, comfort and nurturing to clients, building relationships with communities and other agencies in order to support clients, making referrals, promoting services, providing counselling, facilitating meetings and providing education. Also uses communication skills and techniques to instruct/teach/train social work staff; make formal presentations within and outside the organization and occasionally deals with upset or angry clients on the phone or in-person.
- Communications occur with employees in the immediate work area and department (i.e.

providing clinical direction); with managers (i.e. program operation, status reports and receiving direction); clients/patients (i.e. completing assessments and counseling/treatment); and with social work colleagues and interdisciplinary team members to ensure the smooth delivery of the social work service. Interactions also occur with professional associations and occasionally with students/trainees, other government representatives, internal and external executives.

- The most significant contacts are with employees in the social work service, managers and clients/patients.

EFFORT

Physical Effort

- Work demands occasionally result in considerable fatigue requiring periods of rest.
- Minimal lifting requirements. May have to lift and carry training/educational materials (weighing less than 10 lbs.) while conducting training.
- Fine finger or precision work is required when utilizing a computer/mouse.
- Regularly sits to consult with patients, conduct therapeutic sessions, work on the computer and walks to meetings.
- On an occasional basis, required to stand while conducting training or making presentations and driving to meetings/visits.

Concentration

- **Visual concentration** is required when using computer.
- **Auditory concentration** is required to listen attentively to the client, family members, and social work staff to obtain and interpret information correctly.
- **Alertness to ensure the health and safety of others** is required when assessing patients, especially those who may be at a high risk; to ensure staff's safety and to prevent any possible dangers or hazards from happening.
- **Higher than normal levels of attentiveness** is required when dealing with patient emotional crisis situations.
- **Lack of control over the work pace** occurs when caseloads are high and there are staff shortages. There are **interruptions and time pressures/deadlines** when dealing with staff meeting caseload demands, decisions around caseload management and reassigning responsibilities and caseloads. There are many clinical decisions regarding intervention and client outcomes (discharge options, theoretical and treatment approaches) as there are rarely two cases alike.

Complexity

- Work involves a series of tasks and activities that are different and sometimes unrelated (administrative and clinical leadership/supervision), and requires a broad range of skills and a diversity of knowledge in order to perform clinical leadership, intensive therapeutic counselling, conduct education/facilitate sessions, participate in strategic planning and conduct quality improvement. There is the requirement for creative problem definition and analysis, development of complex solutions, and there are tasks with strategic or policy significance that can be solved in a team setting. Each client/case brings with it unique problems and challenges

(family dynamics, diversity, strengths, challenges and coping styles) with sometimes multiple problems that must be identified and solutions found. This may result in addressing case in a multidisciplinary team or contacting other professionals who can provide support.

- In addition to client based issues, acts as a departmental leader and therefore faces challenges of balancing client needs with issues such as waitlist management, staffing issues, complaint resolution, professional practice concerns and budget issues. Must also look at the social work program in relation to the strategic direction of the organization.
- The most typical challenge or problem is providing clinical direction and support to social work staff. It is protocol to provide consultation regarding complex cases which involve ethical, social and legal consequences and that can have a significant impact on the patient and the organization as a whole in terms of risk management and bed utilization.
- When addressing typical problems, can consult with peers, other professionals, literature reviews, professional associations, policy and procedure manuals, the Social Work Code of Ethics, standards of practice, governing acts and legislation, and regulations to help guide them to a solution.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks and activities are somewhat prescribed and controlled.
- Exercises a high degree of autonomy with extensive decision making in the evaluation of risk, assessment for safety, developing plans, goal setting with clients, and providing crisis intervention. The decision regarding the most appropriate treatment plan and mode of therapy is the sole discretion of the clinician, with input from the client regarding their contract for treatment. There are no standardized care plans available and therefore clinical judgment is exercised from initial contact to the decision to terminate intervention.
- Requires approval for administrative purchases such as supplies/equipment, travel, overtime.
- Reports to a supervisor with no social work background so it is expected to provide expert clinical direction and advice to management.
- Also makes operating decisions with regards to approving and monitoring leave and overtime for social work staff; and approving non capital purchases for office supplies and equipment to ensure the smooth running of the service. Also uses discretion and judgment regarding caseloads and quality of social work service.
- Provides independent counselling to clients and their families however it can be discussed with peers and/or management but they are held accountable for their recommendations.

Impact

- Work tasks and activities are performed through independence and autonomy with some control from a manager. The duties vary depending on the demands of the day and may change from those which are scheduled. There are no set case plans, decisions are made based on clinical judgment, scope of practice and best practices.
- There are wide ranging impacts within the immediate work area, in and outside the department, in and outside the organization, and on the clients/families (receiving quality service in an appropriate and timely manner).
- There are positive and negative impacts on clients, their health and safety, continuity of care,

and intervention plans; however, there are also extreme impacts on processes and systems (delays with intervention/services, redevelopment of policies), information (client notes/charts), finances (overtime, travel), facilities (bed utilization in terms of timely discharges), material resources (supplies, equipment), human resources (i.e. caseload issues, staff morale), and corporate image (decisions can result in suicide and result in litigation).

- Consequences from decisions, advice and/or recommendations could be the result of an inaccurate interpretation of client assessment and intervention resulting in delay of counselling or other interventions to the client; bed utilization in terms of timely discharge. Assessing for suicidal ideation is a daily task and clients are often in a great deal of emotional pain and are coping with life altering issues. Consequences and/or errors can result in a suicide attempt or death at the worst. Consequences and/or errors can be typically resolved within 24 hours of problem identification.
- There are professional guidelines, procedures, and checks and balances in place to help mitigate any errors from a professional perspective, as there are peer reviews, chart audits and there is also a requirement for licensure to practice and the governing body regulates the practice, guides ethical decision-making, and professional conduct.

Development and Leadership of Others

- Typically responsible for direct and ongoing bargaining unit supervisory activities for a large size work group of employees (> 10 employees).
- Functions as a team lead in chairing meeting as the Co-ordinator of social work professional practice regarding practice issues, developing policies and standards of practice, etc.

WORKING CONDITIONS

Environmental Working Conditions

- Generally not required to wear any safety equipment or take any special precautions. However, does have a limited client caseload which may require special precautions to deal with high risk/volatile clients in either a hospital or home setting.
- Typically, there is no risk of minor cuts, bruises, abrasions or minor illnesses and injury or occupational illness resulting in partial or total disability.
- Occasionally exposed to wet or slippery surfaces, physical dangers or threats, travel, bodily fluids and waste, infectious diseases and odours when conducting client visits. Regularly exposed to glare from computer screens.