

Job Class Profile: Social Assistance Worker**Pay Level: CG-29 Point Band: 622-675**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	4	5	3	4	4	4	4	1	3	
Points	187	83	19	19	120	87	83	21	32	651

JOB SUMMARY

The Social Assistance Worker provides para-professional services to patients, clients, and their families in a supportive and assisting role to Social Workers and other health care team members.

Key and Periodic Activities

- Meets with patients, clients, and or families and explains required documentation for financial assessments (i.e. home supports, medical discharge, long term care, assistance programs, or subsidy programs).
- Interviews patients/clients/families and verifies needs, income, assets, and eligible expenses.
- Assists with the completion of necessary forms.
- Analyzes submitted documents. Completes financial assessments to determine financial eligibility for funding for personal care homes, long term care, home support, rent/mortgage top-up, flat rate allowance, etc. Determines financial eligibility for services.
- Completes applications and arranges services from outside sources (i.e. Human Resources Labour and Employment, Insurance, NL Prescription Drug Program) for patients/clients.
- Arranges home oxygen set-up including obtaining price quotes, contacting fire department for inspection of the home, and referring to special assistance program if funding is required.
- Arranges personal items for patients and clients such as clothing and personal items. Provides assistance in arranging housing and transportation.
- Assists with the transfer of inpatients/outpatients. Escorts referred clients to hospitals inside and outside of the province. Arranges appropriate transportation, secures accommodations for the patient/client/escort and assists with arranging required funding. Arranges for drug coverage and health aids such as oxygen for out of province transfers.
- Completes medical discharge waivers for patients who are medically discharged and waiting for a transfer to a nursing home or personal care home. Determines appropriate waiver of daily charges.
- Interprets and explains policies and procedures to patients/clients/families.
- Performs home visits to conduct client reviews and financial audits.
- Conducts ongoing reassessments to ensure clients ongoing eligibility by utilizing investigative techniques and resources, and public or private records. This involves gathering and preparing evidence, obtaining statements, and interpreting information to detect fraudulent activities.
- Approves and issues client pay services as per delegated authority.
- Monitors clients' budgeted expenditures and maintains statistical records.
- Inputs client notes and demographics into Client Referral Management System (CRMS).
- Processes client mail and applications in relation of child care subsidy and transportation

Key and Periodic Activities

- requirements.
- Continually communicates with child care providers regarding the status of child subsidy approvals and authorizations.
- Completes ratio enhancement payments for child care centres.
- At the discretion of the manager, provides supervised access and transportation of children to and from supervised access.
- Performs incidental shopping for children coming into care who require placement necessities such as clothing, hygiene items, car seats, etc. Or contacts family members to obtain the necessary items.
- Contacts community or health care agencies to request records or other correspondence. (i.e. transfer of a file from one region to another, verification of pending adoptions, etc.)
- Photocopies files for disclosure purposes, or other documentation at the discretion of the manager.
- Arranges support services for children such as respite, parental access, case conferences, child care for foster families, tutorial services, etc.
- Organizes and arranges confidential files.
- Types documents and letters, and prepares court documents. Compiles confidential information for file reviews and timelines.
- Attends professional practice meetings.
- Trains and mentors new employees.
- Prepares case records and compiles monthly statistics.
- Accompanies clients to appointments (i.e. open bank accounts, incidental shopping, obtain ID's).

SKILL

Knowledge

General and Specific Knowledge:

- CRMS and Client Pay systems.
- Specific program areas and their applicable internal policies/procedures/guidelines (i.e. acute care, long term care, child youth and family services, foster care, child protection, etc).
- Community support agencies, programs, and eligibility requirements.
- Generally Accepted Accounting Principles (GAAP) and policies/procedures relating to the completion of financial assessments.

Formal Education and/or Certification(s):

- Minimum: 3 year post secondary Diploma in Business Administration or Social Sciences.

Years of Experience:

- Minimum: 1-2 years

Competencies:

- Strong analytical and organizational skills.
- Ability to work independently.
- Experienced in the use of spreadsheet software.

- Effective communication skills and the ability to deal effectively with clients and others in a demanding/challenging environment.

Interpersonal Skills

- A range of interpersonal skills are used to listen to information and ask questions, provide routine and complex information to others, provide care/comfort to others, conduct formal interviews, deal with angry or upset people, and gain the cooperation of others to complete work. Skills are used to interview patients/clients/families and listen so that the proper advice/guidance can be given; explaining policies or complex financial assessment process and documents; contact with clients and child care staff to acquire necessary information in order to approve or discontinue a subsidy; cooperating with other staff and other agencies/programs to provide optimum service to clients; communicating client information to social workers or in team settings; provides care and nurturing during the transporting of children to and from supervised access, clients attending medical appointments outside the province, or to patients moving to long term care; dealing with upset clients occurs during supervised access or with clients when addressing financial issues and concerns or discontinuing funding.
- Communications occur with employees within the immediate work area, department, and other provincial government departments and with a variety of community support agencies.
- The most significant contacts are with clients, families, patients to provide information, gather necessary information to complete assessments, or to communicate an outcome or result; coworkers, peers within department/organization or with other agencies or programs such as HRLE, nurses, social workers, daycares, etc.; and manager or supervisor for the purpose of direction and consultation.

EFFORT

Physical Effort

- Work demands do not generally result in fatigue requiring periods of rest.
- Regularly moves/lifts objects less than 10 lbs. and occasionally lifts object up to 50 lbs. (i.e. transporting files from one office to another, moving the belongings of a child in care from one foster home to another, lifting and carrying children, moving boxes of files).
- Constant sitting and fine finger precision work when using a computer.
- Regular standing, walking, and driving to client visits at home, in nursing homes, foster homes, hospitals, or for supervised access visits.

Concentration

- **Visual concentration** is required since the majority of the work performed involves using a computer, writing documents, checking emails, entering CRMS notes, financial analysis and verification of submitted documents, completion of application for community services.
- **Auditory concentration and strain** is required to listen on the telephone, when sitting in a client consultation with a social worker, or communicating with clients who have speech problems.
- **Alertness to the health and safety of others** is required as much of the work performed is to ensure the health and safety of patients, clients, children through the provision of supports, services, advice, etc.

- **Repetition requiring alertness** is evident when compiling and/or entering data; driving.
- **Time pressures and deadlines** include financial applications which must be completed in preparation for long term care meetings and income support panel meetings, completion of a file for a social worker attending court, issuing authorization for service to a hostel to arrange accommodations for a client on the same day, monthly stats and renewal of information for continuous payment to daycare centers.
- **Lack of control over the work pace** occurs as a result of the work being performed in a crisis driven environment; numerous referrals are received on a daily basis.
- **Exact results and precision** are required for report writing, confirming personal and financial information, compiling daily statistics, client contribution for home support, overpayments or subsidy payment, or when making arrangements for client support or equipment.

Complexity

- Tasks are generally different but related, requiring a range of skills and knowledge and are typically achieved by following standardized procedures and/or processes.
- Problems may require practical solutions be found or developed in a team setting. Tasks can be different and range from assisting clients to locate housing to completing detailed financial assessments.
- Typical challenges include obtaining the correct information from a client to complete the financial assessment as applications are often missing information or have incorrect information; lack of space and resources for supervised access visits and sufficient time to complete all assigned tasks in support of numerous social workers; children continuing to attend child care centres without an approval or with an expired service authorization which causes difficulty for the incumbent, the child, and the child care centre as payments will not be made and arranging equipment and services for a patient who does not have the financial resources to purchase the items.
- Problems tend to be resolved by referencing program policies and procedures or discussing with coworkers, managers, and social workers.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks are moderately prescribed and controlled.
- Discretion is exercised to determine what expenses and amounts can be considered when completing a financial assessment for long term care or a personal care home. When a client is clinically approved for home support and accepts their client contribution, has the authority to approve funds for the home support and other supplementary benefits in accordance with the health authority's delegation of authority. May also sign receipts for such things as medical transportation, vision care, and blood work to HRLE for reimbursement at set provincial rates.
- Supervisory approval is required when dealing with issues such as amounts above an established limit such as home support or foot care costs, the addition of a new debt for an existing client, or the questionability of a debt.
- Work is performed with a high degree of independence and discretion and is evaluated through consultation, reports, quality initiative activities, and analysis of results obtained.

Impact

- Has a positive or negative impact on immediate work area, the department, and on clients, patients, and families. Additionally there are impacts on information, finances, and human resources.
- Consequences and/or errors are normally identified and resolved within one week of identification.
- The consequences of an error such as miscalculation in financial assessments would affect the patient/client and their family who have limited resources if they were over billed, or in the case of failing to get a required resource for a client could delay the client's discharge from hospital affecting new patient admissions, return to community, or placement in a home care or long term care setting. Miscalculations in assessments or applications can result in application not being processed and forecasting of budgets will be inaccurate. A mistake in scheduling supervised access would result in the child, parent, or social worker not being available thus resulting in upset to the clients and program.

Development and Leadership of Others

- Not responsible for the supervision of staff.
- Depending on program area and/or employer, may be expected to provide on the job advice, orientation, and feedback to new employees and to mentor junior staff.

WORKING CONDITIONS

Environmental Working Conditions

- Required to wear protective masks, gowns, and gloves when interviewing clients/patients in a hospital setting or if they have an infectious disease.
- There is a limited likelihood of minor cuts, bruises, abrasions or minor illnesses.
- Exposure to computer glare, distracting noise as a result of an open office work environment and a lack of privacy.
- Depending upon program area and clientele (i.e. health care setting), may occasionally be exposed to bodily fluids, infectious disease, and odors. Occasionally exposed to physical dangers and threats.