

Job Class Profile: Social Service Worker**Pay Level: CG-27 Point Band: 534-577**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	4	5	2	4	3	2	3	1	3	
Points	187	83	13	19	90	43	62	21	32	550

JOB SUMMARY

The Social Service Worker is responsible for the coordination and provision of non-professional social work services to meet client and family needs. Work involves supporting the role of Social Workers in the health care setting by coordinating client needs for concrete services; locating and arranging identified services through linking with a wide range of internal and external resources; consulting with members of the health care team and community resources and documenting interventions provided.

Key and Periodic Activities

- Consults with referral source to assess clients' needs and required interventions and interviews client's and families in order to determine appropriate interventions.
- Locates and arranges resources for discharge planning such as financial funding, equipment, housing, drug card, home oxygen, and home supports.
- Assists clients and families with the completion of applications for supports such as Human Resources Labour & Employment Income Support, Employment Insurance, CPP Disability, Newfoundland & Labrador Housing, Newfoundland & Labrador Prescription Drug Program, Transitional Housing, Kidney Foundation Client Support Fund, Dr. H. Bliss Murphy Cancer Center Client Support Fund, etc.
- Coordinates the transfer of clients by arranging all methods of transportation.
- Assists clients and families in securing necessary accommodations and meals when availing of medical services locally, when out of town, and when out of province.
- Consults with and advocates by telephone and written communication to other health care facilities, community agencies, government departments, veterans affairs, service groups, and church groups on behalf of clients and families.
- Consults with the Department of Health, Prescription Drug Program, pharmacist, medical staff, and insurance companies to coordinate financial coverage for non-standard medications.
- Documents all social work interventions on client's health records and records daily workload measurement statistics.
- Provides ongoing feedback to referral sources, social workers and other members of the health care team through consultation and attendance at interdisciplinary rounds.
- Completes financial assessments for waivers through the Department of Health on behalf of medically discharged clients.
- Obtains and coordinates current resource information for clients, families and staff. For example: current brochures from home support agencies, college applications and catalogues,

Key and Periodic Activities

- funding applications, apartment and board and lodging lists, referral forms, updated phone lists, and transitional housing applications.
- Liaises with financial assessors, client service officers, government offices, workers compensation offices, transitional houses and rehabilitation centers to check on client's applications status.
- Provides transportation and accompanies client's to appointments, view accommodations, banks, shopping and pick up clothing, monies, food bank items, and house wares for clients who have no resources to assist them with these activities.
- Attends staff meetings, educational sessions, and community partner in-services as required.
- Supervises and provides feedback for work term students.

SKILL

Knowledge

General and Specific Knowledge:

- Community Support Programs and eligibility requirements.
- Application form completion procedures.
- Policies and procedures within hospitals and other applicable agencies.
- Various illnesses and the impacts on clients.

Formal Education and/or Certification(s):

Minimum: 2 year Community Studies-Family Services Diploma.

Years of Experience:

- Minimum: Up to 2 years experience.

Competencies:

- Interview skills
- Follow guidelines and processes
- Written and oral communication skills
- Organizational skills
- Advocacy/negotiating skills

Interpersonal Skills

- A range of interpersonal skills are used such as listening and asking questions to receive correct and proper information to address client supportive needs, providing routine information and directions, providing care, comfort or nurturing to others by attempting to calm upset clients by conversing with them, pointing out their positive attributes and encouraging clients to do things themselves, maintaining a positive workplace so clients and co-workers feel safe, comfortable, and can express their concerns without feeling threatened. Also require skills such as teaching or instructing clients on how to complete their mail back forms so their funding and other supports are not discontinued, gaining the cooperation of others to complete work, address issues and/or solve problems by speaking calmly with clients, other organizations, and co-workers to explain exactly what needs to be done, hearing their concerns and what they think the solutions are, and then working collaboratively on the solutions so client's are in control of

their own situations, dealing with angry people in person or by phone by listening to their concerns, validating their feelings, speaking in a calm, friendly tone and working with them to find solutions to their issues.

- Communications occur with employees within the immediate work area, department, and other departments and with external community groups/agencies.
- The most significant contacts are with Social Workers, Managers and Medical staff to receive referrals and instructions to provide service to clients; with clients to determine exact needs and assess what would be required for appropriate follow up and solution of their needs; and with outside organizations/other departments to obtain the required result for the client.

EFFORT

Physical Effort

- Generally does not exert physical effort which causes fatigue requiring periods of rest. There is generally not a requirement for strength or endurance.
- Regularly lifts office supplies less than 10 lbs. and occasionally picks up and delivers items less than 25 lbs. such as boxes from the food bank, and household supplies for clients moving into new accommodations.
- Regular requirement to sit at a desk using the computer to type correspondence, e-mails, faxes, document client notes, and to research information. Occasionally stands to interview clients or other staff members, use photocopier, fax machine and other equipment; walk to visit clients, and attend rounds, meetings, etc., and drive to pick up documents, items for clients or to take clients to appointments, view apartments, bank, or shopping.

Concentration

- **Visual concentration** is constantly required when using the computer for documentation, correspondence and research, when filing and organizing materials, watching for changes in client's body language or speech if they are upset or have issues where safety may be compromised, and when driving to transport clients.
- **Auditory concentration** is constantly required to listen and understand clients, coworkers, medical staff and all other outside contacts, when dealing with upset clients who may not be speaking rationally or clearly, elderly or sick clients that speak very low.
- **Higher than normal levels of attentiveness** are required occasionally when transporting clients, when interviewing clients that are irate or have mental health issues, interviewing clients where complex medical equipment may be in use, and when interviewing clients in the emergency unit where many staff are moving very quickly.
- Constantly under **time pressures, interruptions and lack of control over work pace** to put supports in place for clients, when emergency cases present themselves and when a large number of referrals are received.

Complexity

- Work involves a series of tasks that are quite different, but allow for the use of similar skills and knowledge.
- The most typical challenge, problem or issue would be finding appropriate and available finances to meet client's needs. These challenges arise daily and vary from client to client. A

basic example would be if a client was admitted and had no immediate source of income, the client would need to be interviewed to determine any resources they are eligible to receive. Contacts the appropriate agency/department providing those supports to ensure the appropriate and most expedient route for the client to avail of their services, meets with the client to complete an application, follow up with other staff to make sure supporting documentation is received if required, fax or send applications and documentation in a timely manner, follow up on applications or documentation until desired results have been achieved.

- Resources such as policies, guidelines, and regulations are available for guidance, but do not always fit with client's needs or demands; therefore, alternate solutions need to be found. In this case, resources would include managers, social workers, other medical professionals, outside organizations, departments and contacts, and available research material.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks and activities are generally prescribed or controlled. The workload is generated primarily through referrals from social workers or other medical staff and on rare occasions the referrals may come from outside organizations. Reports directly to the party that directs the referral. Work is audited on a regular basis and there is a written set of policy and guidelines within the organization and the department that must be followed.
- Can recommend using funding from the crisis intervention fund and can recommend the amount a client would be charged for their care when completing medical discharge waivers. Can make decisions regarding taking a client out alone and if it may impact the safety of any of the parties involved.
- Uses discretion to provide information, forms and brochures to patients and families as long as the actions are within established policies.
- Due to the nature of the work and the guidelines, policies and procedures in place, there would not be many situations where discretion and judgment are used to interpret directions and apply guidelines to make decisions.

Impact

- In the event of a mistake or error the consequences are directly felt within the immediate work area as time has to be taken from other pressing duties to correct the error. Consequences are directly felt within the department or work area when documentation is not entered or not enough information is entered. As a result, other staff does not know what services have been worked on or completed. Consequences are felt outside the organization as service provision will be held up until support agencies get the information they require. Consequences are felt by clients as supports are forthcoming as quickly as they should, and their trust and confidence in the system can be very hard to regain.
- Errors impact processing and systems by slowing down or interrupting processes which could cause delays in service; impact information because document not entered in a timely manner detailing the services acquired or arranged for the client means that the social workers and other staff does not know what has been done and that could cause delays or if all brochures, forms and applications are not updated the social workers and others do not have the most efficient tools to perform the tasks assigned; impact finances when a medical discharge waiver is completed as soon as possible the hospital can then forward the correct bills to the clients

which provides revenue for the organization.

- Errors will normally be detected and corrected within 24 hours of occurrence.

Development and Leadership of Others

- Not responsible for the supervision of staff.
- Provides advice, guidance, direction, orientation and on the job training to work term students from the Community Studies Diploma Program for a short period of time each year. This includes job shadowing, orientation to the buildings and materials being used, introducing them to other staff and outside contacts, instruction and guidance on tasks to be completed, follow-up and review of all tasks that are completed, evaluating performance and providing feedback during work placements. Also provides advice and some orientation to new social workers by providing them with the forms required, orientation as to where the forms, brochures, etc, are maintained, and provide lists of phone numbers and contacts.

WORKING CONDITIONS

Environmental Working Conditions

- Required to follow policies and procedures regarding special precautions and safety equipment. There are masks, gloves and gowns readily available and must be used when working with isolated patients.
- There is a limited likelihood of minor cuts, bruises, abrasions, minor illnesses, fractures, or illness or injury resulting in partial or total disability.
- Occasionally exposed to unusual/distracting noise from people in the waiting room outside the office speaking loudly, bodily fluids and waste and infectious diseases when interviewing clients who cannot control all of their bodily functions or have infectious diseases, wet or slippery floor surfaces in the office, lack of privacy when interviewing patients in their rooms, awkward or confining workspaces when interviewing patients or family members in patients rooms or in other areas of the hospital where there is little space, physical dangers or threats from working in the mental health and addictions department, and travel when taking clients out for appointments, shopping, apartment hunting, etc..