

**Job Class Profile: Social Work Program Coordinator****Pay Level: CG-43 Point Band: 1038-1081**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	7	6	3	6	6	6	5	6	4	
Points	327	100	19	29	180	130	103	129	43	1060

**JOB SUMMARY**

The Social Work Program Coordinator provides professional and administrative social work consultation and practice in a social services program. This includes research and development of policies and programs; providing direction to social services staff in a program area; participating in strategic planning activities; delivering staff education activities; ensuring compliance with federal and provincial legislation; and reviewing applications for funding and making appropriate recommendations.

**Key and Periodic Activities**

- Provides clinical leadership and consultation to social work staff with respect to program matters which includes interpreting policies, procedures and regulations; reviews clinical assessments and provides clinical approvals for individual client service.
- Documents clinical interventions, recommendations and approvals in the form of a notice of assessment which is forwarded to social worker, financial assessment officer and to the client. Documents electronically as well into Client Referral Management System (CRMS).
- Tracks, collects and reports statistical data, workload and trends.
- Participates in program monitoring and development and includes participating in various program and committee meetings on a regular basis.
- Develops and provides training and support to program social work staff, students and caregivers; provides education to community groups, service groups or committees as requested.
- Provides consultation to social work team regarding client complaints, incidents and any investigations or follow up required to address issues of concern.
- Provides after hours and on-call emergency services for program.
- Attends ongoing professional development opportunities as part of maintaining registration with Newfoundland and Labrador Association of Social Workers (NLASW).

**SKILL****Knowledge**

**General and Specific Knowledge:**

- In-depth knowledge of broad spectrum of community based services, organizations and resources
- Evidence based practices, procedures, and current research in social work and specialized areas
- Assessment and therapeutic intervention techniques
- Ethical practices and standards

**Formal Education and/or Certification(s):**

- Minimum: Undergraduate Degree in Social Work
- Registration with the NL Association of Social Workers
- 40 hours of continuing education credits required to maintain licensure

**Years of Experience:**

Minimum: 4 to 5 years

**Competencies:**

- Provide clinical leadership and direction
- Work in a team environment
- Provide clinical assessment and evaluation
- Develop plans that meet client needs
- Provide expert advice in the field of social work
- Effective communication skills for interviewing and listening to clients/staff

**Interpersonal Skills**

- A range of interpersonal skills are used to listen to information; ask questions; provide expert advice and counselling to staff, clients, caregivers and families; communicate complex information and direction to others; provide care, comfort or nurturing to clients; negotiate contracts and agreements, instruct/teach/train; coach or mentor staff and students; gain the cooperation of others especially while resolving disputes between individuals involved, who are sometimes upset and angry (e-mail, phone or face to face); conduct formal interviews and promote services. The most important skills used are to listen and assess clients' needs, to collect confidential information (i.e. client history), conduct risk assessments, provide expert advice and counselling, and to communicate with outside agencies regarding referrals and supports.
- Communications occur with employees in the immediate work area and department including, managers and internal executives; with employees outside the organization and with clients; with suppliers/contractors, students, external executives, professional advisors and associations and sales representatives.

**EFFORT****Physical Effort**

- Work demands occasionally result in considerable fatigue requiring periods of rest.
- Regularly required to lift objects less than 10 lbs. but occasionally up to 25 lbs. (i.e. educational materials such as stacks of binders to deliver training and carrying equipment).
- Work primarily involves desk and computer work involving constant sitting, however work

also requires attendance at various meetings and training events which requires occasionally standing, walking, climbing stairs, and driving (sometimes long distance) which can cause fatigue. Strength, bending and kneeling would only be required very occasionally when moving chairs, tables, laptops and projectors for training events or meetings. When performing work on the computer, uses fine finger/precision work (entering information into computer systems such as Client Records Management System or Meditech).

- The nature of the work performed allows for freedom of movement.

### Concentration

- **Visual concentration** is required when reviewing client files or notes and for documenting work into computerized systems and reviewing hand written or hard copy reports and assessments from front line staff. The high volume of paperwork, both hard copy and computer generated, must be reviewed thoroughly and sometimes it requires prompt review and response, which requires a high level of concentration and alertness to detail.
- **Auditory concentration** is required to listen carefully in face to face and telephone consults which can impact the services to be provided to clients. Also required to listen attentively in meetings to ensure accurate information is received. Listening skills are of central importance in the field of social work and is paramount in providing quality service to meet the needs of clients.
- All **other senses** are required in clinical interactions with clients to make a thorough assessment of their situation or needs requiring concentration in order to detect neglect etc. and **touch** to comfort or treat clients.
- A **higher than normal level of attentiveness and carefulness** is required when reviewing clinical assessments and reports as clinical decisions are based on these assessments which impact the lives of clients. Precision also required when entering client clinical notes and when completing program and provincial statistical reports.
- The high volume of paperwork received must be reviewed thoroughly and most requires prompt review and response, which creates **time pressures** and requires a **high level of concentration and alertness to detail**. These demands for review are **interrupted** by phone calls, face to face visits, emails and mostly with front line staff requiring clinical consultation. These consults are not scheduled thereby creating **a lack of control over work pace**. Can also be called upon to provide clinical coverage for other social work program coordinators who are on sick leave/vacation.
- The **need for exact results and precision** is required when assessing clients and when using a computer to input proper notes.

### Complexity

- Tasks are different and unrelated (administrative and clinical), requiring a broad range of skills.
- There is a work requirement to deal with challenges/problems/issues that must be defined and practical solutions found and to conduct 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 more in-depth

counselling and support.

- The most typical challenge or problem is assessing a client and developing an appropriate intervention plan. There is often a struggle to provide clients with external resources support to meet their identified needs due to the financial eligibility requirements of community programs, as well as lack of suitable options when clients requiring assistance present with challenging and aggressive behaviours.
- When addressing typical problems, can consult with peers, supervisor, management, 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 find a solution.

## RESPONSIBILITY

### Accountability and Decision-Making

- Work tasks and activities are generally prescribed or controlled.
- Exercises considerable independence and judgment and has approval authority for direct service provision to clients which falls within established provincially regulated financial caps (home supports or respite services, community inclusion funds, board and lodging supplements, flat rate allowances, Adult Foster Care (AFC) placements and supports; disability expenses such as dental cleanings, professional foot care, etc.). Highly independent in making decisions and directing staff in their clinical practice and service delivery of clients; in neglected adult investigations; approving client placements; and in educating and advising clients, families and caregivers, students and outside agencies in relation to programs and services.
- Requires approval for administrative purchases such as travel, overtime and applications to attend workshops or conferences.
- Formal approval from Program Director would be required for direct client services/supports which are exceptions to provincial policy or provincial funding caps; committee involvement in special projects outside of program mandate; and completion of follow up on any investigation involving client safety or neglect issues, or any complaints received.
- Discretion and judgment are used to report cases of neglect/abuse and to interpret directions and apply guidelines such as processes, protocols, standards of practice, and code of ethics.

### Impact

- There are impacts within the immediate work area, in and outside the department, in and outside the organization, and the public as well as significant impacts on the clients/families (i.e. 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 impacts on equipment (purchasing medical equipment for client), processes and systems (timely service and involves clerical, front line social work, front line nursing and financial assessment officer who depend on approval to provide services to client), information (Notes of approvals, client clinical notes in CRMS and providing information regarding program issues, services or changes during meetings), finances (financial payments not made without notification of approval), facilities (client placements), material resources (purchases of items for clients such as furniture), human

resources (i.e. delays with intervention/services, professional and ethical discipline, redevelopment of policies, staff morale), and corporate image (reports from clients on decisions made or service delivery).

- Work is bound by provincial financial caps in delegated authority; program management monitors overall client expenditures on a regular basis to ensure it is within budget; also reporting requirements to adhere to including monthly statistics. Operates very independently and is not directly controlled, however remains accountable through regular monitoring.
- Consequences from decisions, advice and/or recommendations could be the result of an inaccurate interpretation of client assessment and intervention resulting in delay of services/supports. Consequences and/or errors are resolved within hours of being identified. Financial Assessment Officer would not pay for a service/support that is an exception to policy without Director's signed approval.
- 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).
- Required to provide on-the-job clinical direction, feedback, input into performance assessments, orientation to new employees, providing training, acting as a mentor, building morale, delegating/allocating tasks and providing input to others around staffing and recruitment.

## **WORKING CONDITIONS**

### **Environmental Working Conditions**

- Not required to wear any safety equipment but may be exposed to threats and volatile situations when dealing with clients. Requires use of universal precautions in interacting with clients, and participation in development and implementation of a safety plan for interactions with clients who are known as posing potential threats to safety. Adheres to a working alone policy, has a cell phone for use when travelling and is required to advise staff of whereabouts when travelling outside the office. Also requires specialized training such as Non-Violent Crisis Prevention and Intervention to help reduce risk of harm working with aggressive patients.
- There is a moderate likelihood of minor cuts, bruises, abrasions or minor illnesses, fractures or other injuries and injury or occupational illness resulting in partial total disability.
- Depending on the work environment, occasional exposure to unusual/distracting noise; dirt, dust, filth and garbage; glare from computers and driving extended periods of time; fumes, limited ventilation, vibration, hazardous chemicals, toxic or poisonous substances; odours, bodily fluids and waste, infectious diseases, wet or slippery surfaces, lack of privacy, awkward or confining workspaces, adverse weather conditions while travelling to conduct site visits and isolation while driving through large geographic areas with no cell phone coverage.