

**Job Class Profile: Social Worker I****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	3	6	6	5	5	2	4	
Points	280	100	19	29	180	108	103	43	43	905

**JOB SUMMARY**

The Social Worker I provides professional social work services to clients in a community, health care, correctional or other provincial institutional setting. Duties include intake/assessment and placement, case management, case planning, individual and group counselling, court work, discharge planning, coordination with other service providers and the provision of education, consultation, guidance and counselling to clients, the general public and external agencies.

**Key and Periodic Activities**

- Screens referrals, conducts in-depth interviews, completes initial and on-going assessments to identify risk factors and implement appropriate interventions, modifies case plans and initiates follow-up services required.
- Implements treatment plans, provides in-depth counseling to patients, residents and families that could include adjustment and supportive counseling, crisis intervention, resource counseling, family counseling and psychotherapy.
- Develops and implements therapeutic individual and group sessions within a health care or community setting.
- Coordinates and/or participates in multi-disciplinary teams to determine appropriate treatment plans for clients.
- Provides in-depth psychosocial evaluations of clients through written documentation and case conferences with recommendations for follow-up plans.
- Acts as a resource for, and provides consultation to, a variety of professionals and community agencies; provides problem resolution and management services; and coordinates and advocates for the provision of services on behalf of the client and family.
- Recruits, screens, assesses, develops, approves, licenses, trains, educates, supervises and supports residential environments such as foster homes, alternate family care homes, community custody homes, individual living arrangements, cooperatives, open custody group homes, child/family home care and agencies in accordance with applicable regulations and quality care.
- Prepares and presents comprehensive court documentation with recommendations including warrants/telewarrants, pre-disposition reports, victim impact assessments, progress reports, home district reports, custodial assessment reports, remand assessments, intervention strategy plans, case summaries, continuous custody reviews and reports and court ordered application assessment; provides testimony in court.

### Key and Periodic Activities

- Maintains accurate and comprehensive records of client assessment, treatment/intervention and progress.
- Conducts negotiations, develops service and funding agreements, and develops, recommends and reviews substantial funding packages for individual, family and community agencies.
- Liaises with various community agencies and professionals in the education, justice and health sectors to provide and obtain client information necessary for an integrated case plan.
- May provide direction and guidance to caregivers, social service workers, home support workers and institutional support staff on a regular basis regarding program protocols and policies.
- Compiles workload statistics.
- Participates in program development, evaluation and policy formulation.

## SKILL

### Knowledge

#### General and Specific Knowledge:

- In-depth knowledge of legislated programs in an applicable social work area
- 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: 2 years

#### Competencies:

- 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
- Effective negotiation skills in advocating on behalf of clients and their families

### Interpersonal Skills

- A range of interpersonal skills are used to listen to information, ask questions, to evaluate and provide care, conduct formal interviews, promote service, provide counselling, work with multidisciplinary teams, deal with upset/angry people, and gain the cooperation of others. Frequently the most important skills used are to listen and assess clients, to collect confidential information (i.e. client history), conduct risk assessments, provide comfort and counselling, and to communicate with outside agencies regarding referrals and supports.
- Communications occur with employees in the immediate work area and department, managers, and clients for ongoing therapeutic assessment and counseling. Interactions also occur with peers in the organization, students, and professional associations.

## EFFORT

### Physical Effort

- Work demands do not result in considerable fatigue requiring periods of rest.
- Occasionally, there is lifting or physical strength required (i.e. lifting or moving objects more than 50 lbs such as clients and their belongings; dealing with aggressive clients).
- Regularly sits to consult with clients, conduct therapeutic sessions, and to work on the computer. Occasionally works in awkward or cramped body positions (i.e. working with small children, disabled clients, elder population), pushes, pulls, and sets up furniture for group work, and drives to conduct home visits with clients.
- On a regular basis when performing work on the computer, uses fine finger/precision work (i.e. entering information into computer systems such as Client Records Management System or Meditech).

### Concentration

- **Visual concentration** is required when in sessions with clients and visiting outside homes/facilities and may include establishing eye contact, observing facial and body expressions/language, behaviour, physical appearance in order to interpret/integrate these observations into meaningful information. **Visual concentration** is also required when reviewing client files or notes and for documenting work into computerized systems.
- **Auditory concentration** is required when in sessions with clients as there is a need to listen attentively to the client and family members, to be alert to obtain and interpret information correctly, and to listen for tone, voice, and the level of volume in their communications in order to detect distress/urgency.
- **Other senses requiring concentration include the sense of smell** to detect neglect and substance abuse (alcohol or drugs), and **touch** to comfort or treat clients.
- **A higher than normal level of attentiveness and carefulness** is required when assessing clients, especially those who may be at a high risk, in order to ensure their health and safety; to ensure staff safety, and to prevent any possible dangers or hazards from happening.
- **Lack of control over the work pace and time pressures** can occur when completing assessments, case documentation and workload reports, managing emergency and routine appointments within the allocated timeframe. **Interruptions** occur due to a crisis situation.
- The need for **exact results and precision** is required when assessing clients and ensuring proper notes are inputted into computerized record management systems.

### **Complexity**

- There is the requirement for creative problem definition and analysis, development of complex solutions that can be solved in a team setting. Each client/case brings with it unique problems and challenges with sometimes multiple problems that must be identified and solutions found. This may result in addressing the case with 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.
- 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 somewhat prescribed or controlled.
- Exercises a high degree of discretion when providing counseling to clients and their families, determining intervention plans, and decisions around their own level of risk/safety and other team members, management of caseload, and scheduling of appointments. 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.
- Provides counselling to clients and their families and while the case can be discussed with peers and/or management the employee is held accountable for their recommendations.
- Requires approval for administrative purchases such as supplies, resource material, media involvement, travel, and overtime.

### **Impact**

- There are wide-ranging impacts within the immediate work area, in and outside the department and the organization, on the public, and direct as well as significant impacts on the clients/families.
- There are positive and negative impacts on clients, their health and safety, continuity of care, and treatment plans; however, there are also impacts on processes and systems, information, finances and human resources (i.e. delays with treatment, legal, professional and ethical discipline, staff morale, and corporate liability), and corporate image.
- 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 intervention for the client. Consequences and/or errors are sometimes difficult to identify and may have an impact beyond the short term.
- There are professional guidelines, procedures, and checks and balances in place to help mitigate any errors from a professional perspective, as there is 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**

- Not responsible for the supervision of staff.
- Required to provide on-the-job training and support and act as a mentor to new social worker employees, student employees, etc. Completes peer/self reviews.

## WORKING CONDITIONS

### Environmental Working Conditions

- Not required to wear any safety equipment but may at times require special precautions such as taking another worker with you on a visit or having to call a police escort.
- There is a moderate likelihood of minor cuts, bruises, abrasions or minor illnesses and injury or occupational illness resulting in partial disability while a limited likelihood of fractures or other injuries and injury or occupational illness resulting in total disability.
- Occasionally exposed to unusual/distracting noise, dirt, dust, filth or garbage; hazardous chemicals; physical danger or threats from high risk/volatile clients, toxic or poisonous substances; bodily fluids and waste and sharp objects. Regularly exposed to glare from computer; infectious diseases and wet or slippery surfaces when conducting site visits; isolation while driving through large geographic areas with no cell phone coverage; and awkward or confining workspaces when interviewing or counselling small children, disabled clients, etc.