

Job Class Profile: Social Worker II**Pay Level: CG-42 Point Band: 994-1037**

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	4	4	
Points	327	100	19	29	180	130	103	86	43	1017

JOB SUMMARY

The Social Worker II provides professional and clinical leadership (sole charge) or supervisory social work services within a community, health care, correctional or other provincial institutional setting. Duties will also include intake/assessment and placement, case management, case planning, individual and group counselling, 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

- Supervises the work of a social work unit; provides clinical consultation and administrative advice, direction and assistance to lower level social workers; assigns, plans and evaluates work and assesses clinical competence. (Supervisory social workers)
- Represents the social work department and acts as a resource on clinical specialty issues at the administrative level; coordinates planning exercises and prepares proposals on program developments.
- Participates in the recruitment and selection process for new social work staff; develops and/or implements an orientation program for new staff to the programs and services of the social work program.
- Acts as a resource to Manager regarding divisional activities.
- Participates in the preparation and submission of budget estimates.
- 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 clients 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

Key and Periodic Activities

- agencies; provides problem resolution and management services; and coordinates and advocates for the provision of services on behalf of the client and family.
- Maintains accurate and comprehensive records of client assessment, treatment/intervention and progress.
- 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 monthly professional practice meetings for discussion and resolution of professional practice issues and participates in adhoc and standing committees as required.
- Participates in program development, evaluation and policy formulation.

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: 3 to 5 years

Competencies:

- Provide clinical leadership/supervision
- 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
- 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; with social work colleagues and interdisciplinary team members to ensure the smooth delivery of the social work service and occasionally with 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 moving clients in wheelchairs, helping clients with personal needs and carrying equipment).
- 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's 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. It is often challenging to balance client, non-client and leadership responsibilities.

- 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, and there may be 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 the case within the 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.
- 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 judgement 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.
- Can also make decisions regarding reassigning staff during shortages or for vacation coverage, evaluating workload and quality of social work service; attendance at outside meetings and infrequent use of taxis for client transportation and staff use.
- 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/equipment, resource material, travel, overtime. As well, implementation of new services would also require management approval.

Impact

- There are wide-ranging impacts within the immediate work area, in and outside the department and organization, on the public, and direct as well as significant impacts 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 impacts on processes and systems, information, finances and human resources (i.e. delays with intervention/services, legal, professional and ethical discipline, redevelopment of policies, 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 interventions to the client. Consequences and/or errors are sometimes difficult to identify and may have an impact beyond the short term, however that would vary depending on the situation.
- There are professional guidelines, procedures, and checks and balances in place to help mitigate any errors from a professional perspective, as there are peer review, 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 small size work group of employees (1 to 4 employees).

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. Threats and volatile situations are common within this environment.
- There is a limited likelihood of minor cuts, bruises, abrasions or minor illnesses and injury or occupational illness resulting in partial or total disability.
- Occasionally exposed to physical danger or threats from high risk/volatile clients, odours and bodily fluids and waste. Regularly exposed to 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.