

Job Class Profile: Social Worker III**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	7	3	6	7	7	6	2	4	
Points	327	117	19	29	210	152	124	43	43	1064

JOB SUMMARY

The Social Worker III provides specialized professional social work practice in one or more social service programs to provide intensive therapeutic counselling and supportive services to clients. Duties will also include conducting research activities designed to further clinical practice and service delivery; providing expert knowledge and skills within the practice area; developing and implementing a wide range of quality improvement activities; acting as a resource/consultant to a variety of agencies; and presenting expert testimony in court.

Key and Periodic Activities

- Provides specialized, advanced, and intensive therapeutic counseling to restore and enhance the bio-psychosocial functioning of individuals, couples and families. Practices autonomous decision-making in a variety of complex clinical situations.
- Provides intake and waitlist management/prioritization. Independently screens referrals, conducts in-depth comprehensive assessments and identifies risk factors for therapeutic intervention and follow-up. Reviews and evaluates the waitlist to identify trends and emerging needs.
- Researches, analyses and develops theoretical frameworks from which to systematically address client needs. Provides therapy and counseling to clients and modifies case plans as treatment progresses; researches, develops and provides therapeutic group counseling.
- Performs research activities to determine effectiveness of regularly employed methods of assessment and treatment to identify need for program improvement and development.
- Maintains accurate and comprehensive records of assessments, treatment interventions and progress of clients' therapeutic process. Completes legal documents, prepares reports, and provides expert testimony in court as required.
- Develops and implements a wide range of quality improvement activities such as client satisfaction surveys, program evaluation, key performance indicator development and client outcome research; prepares reports for senior management and evaluates the effectiveness of service and recommends future directions.
- Provides a variety of services to the community such as public education, facilitation of self-help groups through community centers and consultation and education to various community groups regarding a wide range of clinical issues.
- Provides orientation, training and consultation to other social work staff regarding advanced clinical practice and research methods and issues.
- Chairs and/or participates on internal and external committees.

Key and Periodic Activities

- Compiles accurate statistics to reflect workload and to identify trends in issues being presented and gaps in services.
- Provides field instruction and supervision to Master's level clinical social work students in conjunction with Social Work Schools across Canada.

SKILL

Knowledge

General and Specific Knowledge:

- In-depth knowledge of social work program
- Extensive knowledge of community based services, organizations and resources
- Evidence based practices, procedures, and current research in social work and specialized areas
- In-depth knowledge of crisis response, program development and evaluation, clinical practice evaluation and research design/methodology
- Advanced clinical skills in assessment, therapeutic intervention techniques, group process and dynamics, and community capacity building
- Ethical practices and standards

Formal Education and/or Certification(s):

- Minimum: Graduate Degree in Social Work
- Registration with the NL Association of Social Workers

Years of Experience:

- Minimum: 5 years

Competencies:

- Provide clinical leadership
- Work in a team environment
- Provide advanced clinical assessment and evaluation
- Develop plans that meet client needs
- Provide expert advice in the field of social work
- Excellent 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 develop a therapeutic alliance with the client and includes listening, asking questions, providing feedback, conducting formal interviews, negotiating therapeutic contracts and providing care and comfort. Work involves working with clients involved with mandatory programs (Child, Youth and Family Services, Impaired Drivers Program or Corrections) or who are dealing with trauma issues, those with suicidal ideation or having complicated grief and therefore are usually upset or angry people. Must also build relationships with communities and other agencies in order to support clients, make referrals, promote services, provide counselling, facilitate meetings and provide education.
- Communications occur with employees in the immediate work area and department; managers;

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 occasionally result in considerable fatigue requiring periods of rest.
- Occasionally, there is lifting or physical strength required (i.e. lifting up to 25 lbs. while carrying boxes of resources/materials, flip charts and audio-visual equipment for group work activities, and being able to interact with children on a level they can relate to which includes floors and physical activities).
- Constantly sits to consult with clients, conduct therapeutic sessions, work on the computer or drive to meetings/home visits and occasionally works in awkward or cramped body positions (i.e. working with small children).
- On a regular basis when performing work on the computer, uses fine finger/precision work (entering information into computer systems such as Client Records Management System or Meditech) and occasionally utilizing gross motor skills when requiring strength and coordination for interventions with children.

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 also 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.
- The need for **exact results and precision** is required when assessing clients and ensuring proper notes are inputted into computerized record management systems.

Complexity

- Work involves a series of tasks and activities that are different and require it to use a broad range of skills and a diversity of knowledge in order to perform intensive therapeutic counselling, conduct research, conduct education/facilitate sessions, provide expert testimony in court and conduct quality improvement. There is the requirement for 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 the case within the multidisciplinary team or contacting other professionals who can provide support.

- The most typical challenge or problem is assessing a client and developing an appropriate intervention plan. Work involves dealing with the most complex cases and therefore issues being assessed can vary greatly but can include trauma, suicidal ideation, addictions, domestic violence, anger, family/relationship breakdown, communication, etc.
- 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 guide them to a solution.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks and activities are generally not prescribed nor controlled as the work is practiced in an independent and autonomous fashion. The duties vary depending on the demands of the day and may change from those which are scheduled. There are no set case plans, decisions are made based on clinical judgment, scope of practice and best practices.
- Exercises a high degree of autonomy with extensive decision making in the evaluation of risk, assessment for safety, developing plans, completing contract and goal setting with clients, providing crisis intervention and practicing waitlist management without management input. The decision regarding the most appropriate treatment plan and mode of therapy is the sole discretion of the clinician, with input from the client regarding their contract for treatment. There are no standardized care plans available and therefore clinical judgment is exercised from initial contact to the decision to terminate intervention.
- Can also make decisions regarding evaluating workload and quality of social work service and attendance at outside meetings.
- Provides counselling to clients and their families however it can be discussed with peers and/or management but the incumbent is held accountable for their recommendations.
- Requires approval for administrative purchases such as supplies/equipment, resource material, travel, overtime.

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 (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 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. Assessing for suicidal ideation is a daily task and clients are often in a great deal of emotional pain and are coping with life altering issues. Consequences and/or errors can result in a suicide attempt or possibly death. Consequences and/or errors are sometimes brought forward by family, hospital or sometimes RNC/RCMP, and can be 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

- Not responsible for the supervision of staff.
- Required to provide on-the-job direction, guidance, formal mentoring (12 week field instruction to graduate social work students), coaching and/or advice to others including new and existing employees, student employees, etc.

WORKING CONDITIONS

Environmental Working Conditions

- Not required to wear any safety equipment but may at times require special precautions when dealing with threats and volatile situations.
- 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, bodily fluids and waste. Regularly exposed to infectious diseases and wet or slippery surfaces when conducting site visits; isolation and weather conditions 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.