

	Job Description			
	Job Title:	Social Worker		
	Department:	Home Care/ Palliative Care Program		
	Section:	2 – Allied Health		
	Employee Group:	MAHCP	WS#: (FAC)	NA
	Issue Date:	October 13, 2016	Last Edit Date:	November 9, 2021

Summary:	<p>Is an integral member of the client care team. Utilizes knowledge and skills to empower clients. Plans, directs, coordinates and evaluates the programs and services relating to the psychosocial needs of clients and families in accordance with established philosophy, objectives, policies, protocols and standards where applicable.</p> <p>Strives to empower clients and their informal support systems to manage the impact their illness has on their lives by enhancing problem solving and coping abilities. Provides supportive and medical social services to terminally ill clients and their families in accordance with an appropriate plan of care. Works collaboratively with management and staff to ensure the department meets our clients' needs.</p> <p>The incumbent must fulfill the requirements of the Criminal Records/Vulnerable Persons, Child Abuse Registry Check and Adult Abuse Registry Check and adhere to all Northern Health Region (NHR) policies and procedures.</p>
Reports to:	Regional Manager, Home Care
Competencies / Requirements:	
Degrees, Certificates and Licenses:	<ul style="list-style-type: none"> • Baccalaureate Social Work Degree • Current active registration with the College of Social Workers of Manitoba • Valid Manitoba Class V Driver's License and access to a vehicle • Current certification from a recognized Healthcare Provider Basic Life Support (BLS), or obtain within three (3) months of commencing employment • Completion of the Pallium Canada LEAP Core program an asset
Knowledge:	<ul style="list-style-type: none"> • Three (3) years' recent experience (within the past five (5) years) in acute, long-term care or home care/hospice, with at least one in hospice or home care preferred • Working knowledge of Windows based programs (Microsoft Word, Excel, Outlook) and Internet • Knowledge of community resources • Familiarity with northern Manitoba and its population • Knowledge and familiarity with palliative care philosophy, ethics and palliative care standards of practice

	<ul style="list-style-type: none"> • Knowledge of the grieving process, stages of grief and applicable models of grief support for individuals.
Skills:	<ul style="list-style-type: none"> • Effective written and verbal communication skills • Respects and promotes a culturally diverse population • Understanding of clinical practice guidelines and the impact of illness on physical and psychosocial functioning • Excellent assessment, problem solving, organizational and coordination skills • Ability to work effectively in a multi-disciplinary team and independently • Demonstrated ability to work independently using initiative and judgment • Ability to be flexible in service delivery and to effectively manage time in accomplishing this • Ability to speak an Indigenous language is an asset, preferably Cree, Dene or Michif • Effective conflict resolution skills
Duties:	<ol style="list-style-type: none"> 1. Advocates on behalf of the Northern Health Region 2. Promotes safety and health in the workplace 3. Contributes to a culture of client and staff safety 4. Promotes and provides direct client services 5. Ensures effective communication within the department and the organization 6. Ensures Continuous Quality Improvement 7. Demonstrates professionalism within the code of conduct 8. Demonstrates leadership qualities 9. Ability to recognize and pursue self-development opportunities 10. Assists with training new staff as required
Working Conditions:	<ul style="list-style-type: none"> • Primary day shift, Monday to Friday • Weekend and evening work on occasion • Occasional interaction with unhappy or agitated clients or families • May have to share an office with others • Frequent interruptions • Intense concentration • May work alone in the community • Ability to work in an environment that is conducive to pets and scents/fragrances • Travel, including gravel and winter roads and, where applicable, by small plane, within the Region year round
Decision Making:	<ul style="list-style-type: none"> • Daily management/activity of department • Responding to client/family/worker inquiries/complaints and providing resolution to issue • Responsible for problem solving in collaboration with other members of the healthcare team and/or patients/residents/clients/families/major stakeholders
Key Working Relationships:	<ul style="list-style-type: none"> • Directors/Managers • All nursing units and personal care homes • All staff • External agencies/community groups, i.e., Child & Family Services, Aboriginal Agencies, Office of Public Guardian & Trustee, Manitoba Housing Authority, Community Living, Cancer Care Manitoba

	<ul style="list-style-type: none"> • Clients & families • Nursing stations • Other Regional Health Authorities
Direct Reports:	<ul style="list-style-type: none"> • none
<p><i>It is understood that the duties and responsibilities contained in this job description are representative of those necessary to carry out the functions of the position, however they do not limit the incumbent from performing other related duties.</i></p>	

Approved By:



VP, Director or Manager

November 10, 2021

Date

Reviewed by Human Resources:



VP Human Resources & Chief HR Officer

November 10, 2021

Date

JOB DUTY ACTIVITIES FOR SOCIAL WORKER

Job Duties from Job Description	Performance Measures
1. Advocates on behalf of the Northern Health Region	1.1 Promotes the mission, vision, values and goals of the NHR 1.2 Promotes and participates in health planning, strategic planning, risk management 1.3 Maintains confidentiality in accordance with the Personal Health Information Act (PHIA), Freedom of Information and Privacy Protection Act (FIPPA), NHR policies and any other applicable legislation 1.4 Adheres to all NHR policies 1.5 Maintains acceptable state of health in accordance with the Attendance Support & Assistance Program (ASAP)
2. Promotes safety and health in the workplace	2.1 Takes care to protect own health and safety 2.2 Takes all precautions necessary to protect the safety and health of other workers 2.3 Understands and follows legislation and workplace safety and health requirements 2.4 Cooperates with the Workplace Safety & Health Committee and Employer on safety and health issues 2.5 Inspects work areas and corrects unsafe work acts and conditions 2.6 Understands and implements emergency procedures 2.7 Reports incidents and unsafe acts and hazards 2.8 Complies with the Respectful Workplace Policy
3. Contributes to a culture of client and staff safety	3.1 Commits to client safety as a key professional value and an essential component of daily practice 3.2 Integrates client and staff safety practices into daily activities 3.3 Understands client safety practices that reduce the risk of adverse events, such as infection control, injury prevention, safe administration of medication, and risk awareness 3.4 Recognizes, responds and reports adverse events and near misses 3.5 Uses appropriate protective clothing/ equipment
4. Promotes and provides direct client services	4.1 Identifies clients requiring social work interventions through referrals from the multidisciplinary team and/or through chart review. Reasons for referrals could include, social, emotional, financial, palliative or abuse issues 4.2 Contracts with clients for agreement for social work involvement and consent for collateral contact prior to beginning work 4.3 Using a range of communication skills completes a psychosocial assessment by interview with client, family, friends, and other collateral sources relative to client's personal, social and emotional situation

	<p>4.4 Provides psychosocial counseling and support to the client/family experiencing emotional, social and economic conflict</p> <p>4.5 Assists client/family and staff in utilizing community resources</p> <p>4.6 Assesses client's financial status and assists with appropriate resources as indicated</p> <p>4.7 Maintains the dignity of the dying client</p> <p>4.8 Supports the clients and family's unique spiritual and cultural beliefs by providing holistic, family-centered care to improve the quality of life</p> <p>4.9 Provides care consistent with Cancer Care Manitoba and Palliative Care standards of practice for hospice programs</p> <p>4.10 Working collaboratively with the multi-disciplinary team develops a plan for social work intervention designed to improve or resolve problems identified in the Psychosocial Assessment</p> <p>4.11 Regularly evaluates clinical and program processes and outcomes to ensure that the needs of the client and family are clearly identified and are responded to as effectively as possible</p> <p>4.12 Provides interpretation of the client's needs to the multidisciplinary team and advocates on the client's behalf</p> <p>4.13 Assists with coordinating discharge planning in collaboration with other members of the clients care team</p> <p>4.14 Conducts evaluations in conjunction with clients, families, and other multidisciplinary team members so as to enhance and assure consistent quality of care as required</p> <p>4.15 Supports clients and holds the order for specific clients under the Office of the Public Guardian & Trustee; completes annual care plans; ensures clients receive the care and support required for independent living;</p>
5. Ensures effective communication within the department and the organization	<p>5.1 Communicates and consults with the Manager/ Director</p> <p>5.2 Ensures communication and responses to inquiries are addressed in a timely and effective manner</p> <p>5.3 Liaises with outside agencies as required, i.e. Child & Family Services, Aboriginal Agencies, Office of Public Guardian & Trustee, Manitoba Housing Authority, Community Living, etc.</p> <p>5.4 Communicates and works effectively with client, interprofessional team, and other stakeholders, using client-centered principles that address physical, cultural, or other barriers to communication and manages professional relationships</p>
6. Ensure Continuous Quality Improvement	<p>6.1 Participates in Accreditation process and committee activities</p> <p>6.2 Performs in a manner that minimizes risk and exposure to personal and/or corporate liability</p> <p>6.3 Embraces LEAN methodology</p>
7. Demonstrates professionalism within the Code of Conduct	<p>7.1 Demonstrates the ability to accept and adjust to change</p> <p>7.2 Assumes responsibility for own actions</p> <p>7.3 Appears professionally as described in NHR and department dress code policy</p>

	<p>7.4 Exhibits initiative in the work environment</p> <p>7.5 Appears professionally as described in the NHR and department dress code policies</p> <p>7.6 Reports for work as scheduled in a prompt manner</p> <p>7.7 Demonstrates a commitment to their clients, public and profession</p> <p>7.8 Adheres to the Code of Ethics recognized by the provincial regulatory organization</p> <p>7.9 Practices within scope of professional and personal limitations and abilities</p> <p>7.10 Communicates and participates in problem solving with coworkers and supervisors</p>
8 Demonstrates leadership qualities	<p>8.1 Demonstrates leadership competencies as outlined in the NHR Leadership Competency Framework</p> <p>8.2 Leadership Competency Self-Assessment – Leading in Place</p>
9 Ability to recognize and pursue self-development opportunities	<p>9.1 Reviews and keeps up to date with policies and procedures of the NHR</p> <p>9.2 Completes Absorb mandatory courses as required</p> <p>9.3 Maintains and updates skills and certification(s) as required</p> <p>9.4 Maintains knowledge of new developments in departmental areas through journal review, interest groups, lectures and committee work</p> <p>9.5 Attends required staff training sessions, in-service programs, or seminars as required</p> <p>9.6 Attends scheduled staff meetings and any other required meetings</p> <p>9.7 Uses self-evaluation, new learning, and evidence in professional development,</p>
10 Assists with training new staff as required	<p>10.1 Participates in orientation of new staff as necessary</p> <p>10.2 Acts as a field supervisor for Social Work learner placements</p> <p>10.3 Acts as a preceptor for learners, visiting health care professionals and new staff</p> <p>10.4 Provides guidance to learners as required</p>