



## **SOCIAL WORKER Job Description**

The Primary Care Program operates as a component of the Nine Circles integrated model of service and members of the team are committed to:

- Upholding the Mission, Values and Guiding Principles of Nine Circles
- Actively participating in a multi-disciplinary approach to the work of Nine Circles
- Providing effective and accessible services to Nine Circles, its program departments, clients and related stakeholders
- Delivering flexible, responsive and evidence-based programming
- Addressing all issues in a manner that encourages honest communication, equality, inclusion and respect
- Performing their responsibilities in an efficient and confidential manner

### **Job Summary**

The Social Worker is a member of the Primary Care Program of Nine Circles and an integral member of the clients' Care Team. The Social Worker assess clients' needs, situations, strengths, and support networks to determine their goals. They help clients adjust to changes and challenges in their lives, respond to crisis situations, refer and advocate for community resources. The social worker follows up with clients to ensure that their situations have improved and develops and evaluates programs and services to ensure that basic client needs are met.

### **Working Conditions**

This job, which is located at 705 Broadway, requires sitting at a computer desk and terminal to complete the majority of the work. It also contains some components that require mobility throughout the building. This position is also expected to provide care in alternative venues such as home visits, partner agencies and community locations as required (transportation arranged by the Social Worker). This position requires the incumbent to be physically capable of traveling, carrying supplies and materials to complete their work. The position requires good manual dexterity, visual, and aural acuity.

The job is full-time, 77.5 hours (including holiday pay related hours) per two-week period (2015 hours annually including holiday pay hours). Regular work hours fall between 8:00 am and 8:00 pm. Regular work days occur Monday through Friday. Occasional evenings and weekends shifts may be required. Overtime and flextime is not a normal requirement of this position. Should department operations require such scheduling adjustments, these must be approved in advance by the Program Director.

## **Qualifications**

### *Education*

- Undergraduate degree in Social Work
- Registration with the Manitoba College of Social Workers and the ability to maintain membership in good standing

### *Knowledge, Skills, and Experience*

- Commitment to and knowledge of community-based health care and the social determinants of health
- Demonstrated knowledge of and experience with the interpretation and application of the provisions of Personal Health Information Act (PHIA) and other relevant legislation; e.g. Mental Health Act, Child and Family Services Act
- Knowledge of and experience with families and individuals who have diverse challenges and have experiences significant disruption
- Knowledge of and understanding of GLBTQ\* population issues, addictions, mental health issues, multi-cultural issues, family violence, sexual health, STBIs
- Knowledge of case management practices and experience in conducting care reviews is essential
- Ability to perform assessments and interventions related to risk and support while managing a diverse case load.
- Ability to accommodate changing environments and dynamics is required
- Ability to work in a fast-paced environment and to work effectively under pressure to meet deadlines
- Excellent communication, conflict resolution and interpersonal skills
- Demonstrated ability to work within a complex system of services
- Demonstrated ability and experience in working independently while working effectively as a member of an interdisciplinary team

### *Assets*

- Knowledge of and experience in traditional indigenous healing practices
- Extensive experience working with diverse populations, including street youth, sex trade workers, people who use drugs
- Bilingualism or multilingualism
- Experience with ACCURO

### *Required Immunization & Testing upon hiring*

- Rubella
- Measles
- Hepatitis B
- Varicella
- Tuberculosis screening (TST)

## **Duties/Responsibilities**

- Practices in accordance with a client centered model of care and established standards of social work practice as well as vision and values of the organization

- Works as a member of a multidisciplinary team to provide social work services to individuals living with HIV/AIDS, primary care clients and members of the community
- Provides client care in a competent, safe and understanding manner and ensuring an approach to care that encourages client participation, empowerment and respect
- Provision of direct care to clients and support to families/partners in order to assess needs, support and link clients with community services and resources
- Documentation in client files as appropriate and required
- Conduct hospital, home and community visits when possible/appropriate part of care plan
- Initiate referrals to Nine Circles Community Health Centre services and/or external supports and services
- Coordinate other internal and/or external service providers through consultation or case review process

#### *Outreach Lead*

- Works with the Nurse Case Manager to ensure Outreach referrals have appropriate information for action
- Facilitate discussion and assignment of new Outreach referrals
- Track, monitor and co-manage complex cases with Outreach workers
- Arrange coverage for outreach worker's case load during unplanned absences

#### *Intake and Case Management*

- Provide orientation of Manitoba HIV Program Services to new clients, including Nine Circles approach to care
- Complete a social history for HIV+ clients entering care and document care plan based on client identified goal.
- Evaluates care plan to ensure client's priorities are understood and are being addressed.
- Provide external and internal referrals to care, housing, treatment etc.
- Conduct screening for individuals looking to enter into primary care.

#### *Professional Responsibility and Accountability*

- Understand and implement the mission, vision, and values of Nine Circles Community Health Centre
- Able to reflect on personal and team practice through a systemic evaluation of professional competencies, acceptability, quality, efficiency and effectiveness of practice
- Able to use research findings to guide the delivery of services
- Take preventative and/or corrective action to protect individuals in unsafe, incompetent, or unethical circumstances
- Develop and implement a plan for professional growth and development including participation in professional organizations and activities, workshops, seminars and staff development programs

### *Administrative Responsibility and Accountability*

- Provide mentorship, orientation, observational and participation opportunities and training of staff, students, volunteers and clients ensuring that program goals and objectives are met
- Identify and collect performance and quality improvement data and initiate corrective actions
- Maintain productivity standards and practice effective time management and prioritization of work
- Complete relevant administrative functions and documentation (i.e. educational requests, vacation requests, incident reports, and expense accounts)
- Actively participate in relevant meetings, projects, and committees (i.e. Program Development meetings, event committees)
- Participate in the development and implementation of tools and strategies needed for assessments, program planning/development and evaluation including annual work plans, quarterly and annual reporting
- Participate in the development, implementation and maintenance of appropriate policies and procedures and Standards of Care guidelines
- Other related duties as assigned

### **Authority and Accountability**

#### *Reporting*

The Social Worker reports directly to the Director of Primary Care

#### *Delegated Authority*

- Access to client health information via their electronic medical records

#### *Accountability*

The position is accountable for:

- Regular communication with Program Director including regular check-in meetings
- The efficient, effective, accurate and timely performance of the duties and responsibilities listed above
- Consulting with Program Director on all materials and communication tools developed on behalf of the Program before wide distribution (e.g., forms, reference sheets)
- Identification and collection of performance and quality improvement data, and initiate corrective action including consulting with management for follow-up as needed
- Maintenance of productivity standards and practices, effective time management and prioritization of work
- Active participation in relevant meetings, committees and assigned projects
- Development and implementation of an individual plan for professional growth and development including participation in professional organizations and activities, workshops, seminars and staff development
- Adherence to Nine Circles policies and procedures and Standards of Care guidelines
- Adherence with Personal Health Information Act and the Federal Personal Information and Electronic Documents Act

- Participation in the development and implementation of program planning/development and evaluation
- Participates in the development, implementation and maintenance of appropriate policies and procedures and guidelines
- Demonstrates discretion and tact when dealing with highly confidential materials and matters
- Represents Nine Circles professionally and competently including exercising due diligence in all duties and operations

### **Performance Standards**

A probationary Performance Assessment is scheduled within the first six months of start date. A Performance Conversation is completed at the one-year anniversary date, after which they will occur every year. Matters of performance are discussed as part of regular program check-in meetings with Program Director.

### **Salary and Benefits**

The position is classified as Group 42, on the CUPE Local 2348 salary scale. A comprehensive benefit package is provided as per employee eligibility via HEB Manitoba.

This position is covered by the Collective Agreement between CUPE Local 204 and Nine Circles Community Health Centre. This position is now an MAHCP position and will be covered by an MAHCP Collective Agreement when it is finalized. The Collective Agreement governs pay scales, benefits, arbitration, termination and other terms of employment. Union membership is required.

Funding for all Nine Circles positions are subject to change.