



**RIVERVIEW HEALTH CENTRE
Position Description**

Position Title: CLINICAL SERVICE LEADER - SOCIAL WORK		Page 1 of 4
Department: SOCIAL WORK		
Supervisor Position Title: Manager of Health Services – Allied Health		
SAP Job Code: 30004264	Union/Related Code: 2351 - MAHCP	Annual Hours: 2015
REVIEW SUMMARY		
Date of Original:		Original Authorization:
With Revisions Date	No Revisions Date	Authorization
December 2023		S. Barkman

STATEMENT OF QUALIFICATIONS

Education:

- Master of Social Work (MSW) from a Canadian Association for Social Work Education (CASWE) accredited school/faculty, or the approved equivalent if internationally educated.
- Postgraduate training in specialized clinical services preferred.
- Successful completion of relevant continuing professional education in designated clinical area and in management preferred.

Experience:

- Minimum of three years recent social work experience in a large complex environment with at least one year in the designated service area required.
- Previous supervisory experience preferred.

Occupational Certification/Registration:

- Must be registered with Manitoba College of Social Workers.
- May be required to have a valid Manitoba driver's license and reliable vehicle.
- Cardiopulmonary Resuscitation (CPR) Training requirements for this position shall be in accordance with the WRHA policy

Knowledge:

- Knowledge of and demonstrated strong commitment to the profession of social work and the Canadian Association of Social Work (CASW) Code of Ethics and Manitoba College of Social Workers
- Working knowledge of research/program evaluation methodology.

Abilities and Skills:

- Demonstrated leadership, coaching and mentoring abilities.
- Ability to initiate and support change.
- Excellent interpersonal, team building and role-modelling skills.
- Must have effective written and verbal communication skills.
- Ability to work cooperatively with other disciplines and demonstrate professional judgment and initiative.
- Willingness to adapt to new concepts, techniques and best practices in the academic and clinical fields of healthcare.
- Understanding of health and social welfare systems.
- Ability to practice independently or with minimum supervision.
- Demonstrated organization skills in the workplace and the ability to determine clear priorities.
- Ability to function within a computerized environment.

PURPOSE OF POSITION

Provides clinical supervision of social workers. May participate in the clinical supervision of student social workers or students of other healthcare professions.

STATEMENT OF RESPONSIBILITIES

POSITION SPECIFIC DUTIES AND RESPONSIBILITIES:

Under the general direction of the Manager (or Designate), the incumbent is responsible for:

1. Supervising the daily clinical service delivery and environmental/operational issues in a designated service area whereby the nature and scope of the work performed, the size of the staff population supervised, and the activities occurring and the variety of issues/problems arising are of a complex and variable nature requiring a higher level of decision making, problem solving and judgment with considerable latitude to exercise same.
2. Providing guidance to social workers within the designated service area through clinical leadership, mentoring, supervision, education, evaluation, and research.
3. Contributing to the delivery of quality social work services by examining, developing, refining and evaluating the body of knowledge and clinical practices and assisting in program planning and development.
4. May be required to assist with performance appraisals and recruitment as appropriate, as well as assisting with the coordination of clinical work schedules, caseloads and service rotations.
5. Maintaining a partial clinical caseload involving social work assessment, interventions and follow up within the established standards of practice.

In addition to administrative responsibilities outlined in the Social Worker (MSW) position description, the incumbent:

- ensures the timely resolution of the day-to-day caseload coverage issues resulting from staff absences due to illness, vacation or continuing education.
- Assists in the coordination of referrals and manages caseload for the service area including scheduling, developing rotations and managing wait lists.
- provides general orientation to new staff and provides supervision to all staff within the designated service area.
- participates in and assists with the recruitment process including interviewing and hiring of new staff.
- *Monitors staff performance and communicates concerns to the manager*
- serves as the contact person for staff to handle human resource issues as appropriate.
- serves as the contact person for clients, family members, care providers and visitors to help resolve any concerns with the service provision in the designated service area.
- develops and supports effective teams in a culturally diverse workforce.
- communicates human resource and operational service issues to the Manager on a regular basis and as required.
- utilizes workload measurement information to assist in utilization management and programming.

- provides supervision, clinical education and evaluation of social work students.
- coordinates equipment inventory and preventative maintenance processes; evaluates and makes recommendations regarding products, supplies and equipment that pertain to the delivery of social work services.
- May be required to assist with the day-to-day management of the site budget in the absence of a site manager as appropriate.
- provides input into the discipline specific and program team policy development.
- identifies personal professional development and continuing education needs and participates in the appropriate educational activities.
- implements site and program policies in the absence of a site manager or as delegated.
- represents the designated service area on various committees within the facility and region if necessary.

In the absence of a site manager or as delegated:

- ensures statistics and management reports are compiled and distributed as appropriate.
- contributes to the regional program process of establishing targets and benchmarks.
- implements program quality improvement initiatives at the site.
- develops and manages the discipline specific quality plans consistent with the overall regional plan.
- participates on accreditation teams as requested.
- coordinates the chart audit process and provides the appropriate feedback and follow up.

OPERATIONAL DUTIES AND RESPONSIBILITIES:

- functions in a clinical role and is responsible for client-centred practice for a defined caseload; provides a full range of clinical services as defined in the Social Worker (MSW) position description.
- participates in the development of education programs by assessing needs, planning, implementing and evaluating professional education and training.
- provides input and direction for the development of client instructional materials and professional presentations in the designated service area.
- acts as a consultant to outside agencies, other healthcare professionals and students with regard to clinical issues in the designated service area.
- assists staff in identifying clinical program needs and priorities.
- facilitates program development to respond to clinical and client needs.
- initiates and participates in the development and implementation of goals and objectives for social work within the designated service area.
- participates in the evaluation of clinical services, innovations, changes and outcomes.
- leads the clinical service support activities, such as quality improvement, standards development and risk management.
- leads the development, revision, implementation and evaluation of standards for social work staff and students in the designated service area.
- ensures that social work practice standards are consistent with the facility's mission, vision, strategic direction and goals and objectives.
- promotes good interpersonal relationships by modelling professional behaviour and practice.
- adheres to all safety and health regulations and safe work practices.
- maintains awareness and complies with all Workplace Hazardous Materials Information System (WHMIS) regulations.
- completes all mandatory safety education sessions and recertifications.

OTHER RESPONSIBILITIES

- fosters and supports an environment of clinical enquiry and research.
- supports the development and implementation of discipline specific and interdisciplinary research studies within the service area.

- facilitates program evaluation and outcome studies within service area.
- assists in the review and follow up of occurrence reports and implements changes in service or practice where necessary.
- follows policies and procedures as outlined in the facility manuals.
- assists in the resolution of professional practice issues or concerns.
- may be required to perform other duties and functions related to this job description not exceeding above stated skills and capabilities.

POSITION ELEMENTS

Environmental Conditions

- Must be in good physical and mental health and be able to sit, stand or walk for extended periods of time without resting.
- May be required to work evenings or weekends.
- May be required to occasionally work extended hours.
- May be exposed to infectious diseases, blood and body fluids, toxic materials, noise, allergens, physical and emotional stress.
- May encounter aggressive and/or agitated clients/visitors/staff.

Working Relationships

- seeks out, integrates and values as a partner, the input and ongoing involvement of each patient/client/resident/family/community when designing and implementing care and services.
- understands one's own role and the roles of other health providers to appropriately establish and achieve patient/client/resident/family/community goals.
- applies the principles of cultural proficiency, team dynamics and group processes to enable quality patient care and effective interprofessional collaboration to emerge in everyday practice.
- applies leadership principles that support a collaborative practice model including shared decision-making and accountability for one's own actions.
- consistently communicates in a respectful, responsive, and responsible person-centered manner.
- engages self and others, including the patient/client/resident/family/community in a positive manner to constructively address disagreements as they arise.
- engages in relationships with care, dignity and respect regardless of race, ethnicity, culture, ability or language proficiency.

It is understood that the duties and responsibilities contained in this Position 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.