



**SEVEN OAKS GENERAL HOSPITAL  
POSITION DESCRIPTION (Non-Management)**

**INCUMBENT:**

**DATE:** September 27, 2021

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**POSITION TITLE:** CLINICAL SERVICE LEADER -  
SOCIAL WORK

**JOB CODE:** 30005508  
**UNION:** MAHCP

**DEPARTMENT:** SOCIAL WORK

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**SUPERVISOR'S TITLE:** Manager (or Designate)

**SUPERVISORY RESPONSIBILITIES:**

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

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**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.

**SPECIAL TRAINING:**

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

**OTHER:**

- Demonstrated leadership, coaching and mentoring abilities.
- Ability to initiate and support change.
- 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
- Excellent interpersonal, team building and role-modelling skills.



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- Working knowledge of research/program evaluation methodology.
- 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.

## **PHYSICAL DEMANDS AND WORKING 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.

## **LICENCES, REGISTRATIONS:**

- 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.

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## **MAIN FUNCTION: (In Order of Importance):**

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.



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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. Assisting with performance appraisals and recruitment, as well as coordinating 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.

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## **ILLUSTRATIVE EXAMPLES OF ACTIVITIES OF POSITION:**

### **ADMINISTRATION (10-15%)**

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.
- coordinates 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 or handles independently, the recruitment process including interviewing and hiring of new staff.
- monitors staff performance and communicates to the manager, issues which may result in disciplinary action; participates in the disciplinary process as appropriate.
- assists with the completion of performance appraisals.
- serves as the contact person for staff to handle human resource issues.
- 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.



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- 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.
- ensures current licensure and registration of staff.
- 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.
- assumes responsibility for the day-to-day management of the site budget in the absence of a site manager.
- provides input into the discipline specific and program team policy development.
- 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.

### **PRACTICE STANDARDS (5-10%)**

- 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.

### **SERVICE DEVELOPMENT AND EVALUATION (5-10%)**

- assists staff in identifying clinical program needs and priorities.
- facilitates program development to respond to clinical and client needs.



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- 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.

## **EDUCATION AND CONSULTATION (5-10%)**

- 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.

## **CLIENT CARE (40-60%)**

- 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.

## **QUALITY (5-10%)**

In the absence of a site manager or as delegated:

- ensures statistics and management reports are compiled and distributed.
- 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.



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## **PROFESSIONAL DEVELOPMENT (5-10%)**

- identifies personal professional development and continuing education needs and participates in the appropriate educational activities.

## **RESEARCH (5%)**

- 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.

## **SAFETY (ONGOING)**

- 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.

## **INTERPROFESSIONAL PRACTICE**

- 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.



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- 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.

## **OTHER (1-5%)**

- 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.

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**INCUMBENT'S SIGNATURE**

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**SUPERVISOR'S SIGNATURE**