



## POSITION DESCRIPTION

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| <b><u>POSITION TITLE:</u></b><br>CLINICAL SERVICE LEADER – SOCIAL WORK  | <b><u>JOB CODE:</u></b><br>30004667                      |
| <b><u>COST CENTRE NAME:</u></b><br>Social Work  | <b><u>COST CENTRE #:</u></b><br>10500292                 |
| <b><u>SUPERVISOR'S TITLE:</u></b><br>Manager, Social Work   | <b><u>DATE OF DESCRIPTION:</u></b><br>02 December 2010   |
| <b><u>PORTFOLIO/PROGRAM:</u></b><br>Emergency/Patient Flow & Transition<br>Support/Hospital Supervisors/Social Work | <b><u>CURRENT REVISION DATE:</u></b><br>14 February 2014 |
| <b><u>BARGAINING UNIT:</u></b><br>MAHCP - TECHNICAL / PROFESSIONAL<br>PARAMEDICAL UNIT                              | Old LCC F191; CC 6910                                    |

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### **POSITION SUMMARY**

Under the general supervision of the MANAGER, SOCIAL WORK, and while demonstrating a commitment to the Mission, Values and Management Philosophy of St. Boniface Hospital, the CLINICAL SERVICE LEADER – SOCIAL WORK is responsible for: performing those duties of a social worker ; overseeing the daily clinical service delivery and environmental/operational issues in Social Work to ensure optimum client care in a safe, therapeutic environment; providing guidance to professional and support staff within Social Work through clinical leadership, mentoring, supervision, education, evaluation and research; 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; Providing input into the performance appraisals of professional and support staff, assisting the MANAGER, SOCIAL WORK with the development of Quality Assurance activities for Social work; assisting in the recruitment and selection of staff for new or vacant positions; and performing other related duties as directed.

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### **REPORTING RELATIONSHIPS**

There are no employees reporting to CLINICAL SERVICE LEADER - SOCIAL WORK. Clinical supervision may be provided to students and residents.

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### **DUTIES & RESPONSIBILITIES**

#### **MAIN FUNCTIONS:**

1. Providing guidance to social workers within the designated service area through clinical leadership, mentoring, supervision, education, evaluation, and research
2. 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
3. Assisting in performance appraisals and recruitment, as well as coordinating clinical work schedules, caseloads and service rotations
4. Maintaining a partial clinical caseload involving social work assessment, interventions and follow up

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within the established standards of practice

**ADMINISTRATION:**

In addition to administrative responsibilities outlined in the Social Worker (M.S.W.) position description, the incumbent:

1. Participates on the SBH PAC committee representing the social work discipline
2. Ensures current licensure and registration of staff
3. Utilizes workload measurement information to assist the Manager in utilization management and programming
4. Serves as the initial contact person for staff to handle human resource issues
5. Serves as the initial contact person for clients, family members, care providers and visitors to help resolve any concern with the service provision in the designated service area
6. Provides general orientation of new staff and supervision of staff within the designated service area
7. Assists the Manager with recruitment, interviewing and hiring of new staff
8. Provides feedback to the Manager regarding staff performance appraisals
9. Provides input into the discipline specific and program team policy development
10. Implements site and program policies in the absence of a site manager or as delegated

**PRACTICE STANDARDS:**

1. Ensures the alignment of SBH practices with relation to social work with regional practices to promote consistency
2. Assists in the development, revision, implementation and evaluation of standards for Social Work staff and students
3. Ensures that the Social Work practice standards are consistent with the SBH corporate mission, vision, and strategic direction and goals and objectives
4. Promotes good interpersonal relationships by modelling professional behaviour and practice

**SERVICE DEVELOPMENT AND EVALUATION:**

1. Participates in the Departmental planning process and makes recommendations to the Manager regarding the initiation, development and implementation and revision of patient care programs.
2. Assists staff in identifying clinical programs needs and priorities
3. Initiates and participates in the development and implementation of goals, and objectives related to Social Work
4. Participates in the evaluation of clinical services, innovations and changes and outcomes

**EDUCATION AND CONSULTATION:**

1. Assists in the development of educational programs by assessing needs, planning, implementing and evaluating professional education and training
2. Acts as a consultant to outside agencies, other health care professionals and students with regard to clinical issues in social work
3. Liaises with other similar programs and community agencies throughout the Province and Country, as appropriate

**CLIENT CARE**

1. 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:**

Acts as a consultant on the following:

1. Contributes to the regional program process of establishing targets and benchmarks
2. Implements program quality improvement initiatives at the site
3. Develops and manages the discipline specific quality plans consistent with the overall regional plan

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4. Participates on accreditation teams as requested
5. Coordinates the chart audit process and provides the appropriate feedback and follow up

**RESEARCH:**

1. Fosters and supports an environment of clinical enquiry and research
2. Supports the development and implementation of discipline specific and interdisciplinary research studies within the service area
3. Facilitates program evaluation and outcome studies within service area

**OTHER:**

1. Represents the designated service area on various committees within the facility and region if necessary
2. Assists in the resolution of professional practice issues or concerns
3. May be required to perform other duties and functions related to this job description not exceeding above stated skills and capabilities
4. Adheres to all safety and health policies, regulations and safe work practices

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**WORKING RELATIONSHIPS**

Social Workers; Senior Social Workers, other Social Work staff; Hospital Staff; Physicians

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**QUALIFICATIONS**

**EDUCATION:**

- Master of Social Work (MSW) from a Canadian Association of Schools of Social Work (CASSW) 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.

**SPECIAL TRAINING/SKILLS:**

- Training in fiscal and human resource management preferred.
- Knowledge of software systems and the application of such for data collection, analysis and other purposes would be an asset.

**EXPERIENCE:**

- Minimum of 4 years of recent social work experience in a health setting with at least one year in the designated service area.
- Supervisory experience preferred.

**OTHER ATTRIBUTES:**

- Participation in professional organizations desirable
- Demonstrated leadership skills
- Ability to adapt readily to changing demands and situations
- Knowledge of and demonstrated strong commitment to the profession of social work and the CASW Code of Ethics and Manitoba Institute of Registered Social Workers (MIRSW) Standards of Practice

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- Demonstrated leadership, coaching, role modeling and mentoring skills
- Initiates and supports change
- Understanding of health and social welfare systems
- Ability to critically evaluate and apply relevant knowledge to practice
- Demonstrated commitment to continued professional development
- Effective written and verbal communication skills
- Effective organizational, interpersonal, critical thinking, clinical reasoning, conflict resolution and decision-making skills
- Ability to function creatively and with minimal direction
- Sound knowledge and understanding of evidence-based practice
- Working knowledge of research/program evaluation methodology
- Ability to function within a computerized environment

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Departmental Manager (Please print)

Date

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Departmental Manager (Signature)

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Human Resources (Signature)