



**NORTHERN  
HEALTH REGION**

## **Job Description**

<b>Job Title:</b>	<b>Social Worker - Clinical Services</b>		
<b>Department:</b>	Clinical Services		
<b>Section:</b>	2- Allied Health		
<b>Employee Group:</b>	MAHCP	<b>WS#:</b> (FAC)	NA
<b>Issue Date:</b>	January 2014	<b>Last Edit Date:</b>	December 9, 2025
<b>Approved by:</b>	<b>Manager Health Services, Regional Therapy Programs</b>		
<b>Reviewed by:</b>	<b>VP Human Resources &amp; Chief Human Resources Officer</b>		

<b>Summary:</b>	<p>The Social Worker provides comprehensive psychosocial support to clients and families across inpatient units and hospital-based outpatient programs. This role focuses on assessing psychosocial needs, enhancing coping and problem-solving abilities, and coordinating resources to support clients throughout their care journey. Collaborates closely with interdisciplinary teams to ensure safe, client-centered care plans and facilitate smooth transitions between levels of care.</p> <p>Plays a key role in supporting both inpatient and outpatient hospital programs by providing timely interventions, promoting continuity of care, and assisting clients in managing the emotional, social, and practical impacts of illness</p> <p>The incumbent must fulfill the requirements of the Criminal Records/Vulnerable Person, Child Abuse Registry check and Adult Abuse Registry check, and adhere to all Northern Health Region policies and procedures.</p>
<b>Reports to:</b>	Director Health Services, Allied Health and Collaborative Practice

### **Competencies / Requirements:**

<b>Degrees, Certificates and Licenses:</b>	<ul style="list-style-type: none"><li>• Baccalaureate Degree in Social Work</li><li>• Current active registration with the Manitoba College of Social Workers</li><li>• Valid Manitoba Class V Driver's License and access to a vehicle</li><li>• Current certification from a recognized Healthcare Provider Basic Life Support (BLS), or obtain within three (3) months of commencing employment</li><li>• Completion of the Pallium Canada LEAP Core program an asset</li></ul>
<b>Knowledge:</b>	<ul style="list-style-type: none"><li>• Working knowledge of Windows based programs (Microsoft Word, Excel, Outlook) and Internet</li><li>• Knowledge of community resources</li><li>• Understanding and knowledge of health and social welfare systems</li><li>• Understanding and knowledge of Indigenous and Multicultural group customs, cultures and trauma</li><li>• Knowledge of Government/Subsidy Program (CPP/OAS)</li></ul>
<b>Skills:</b>	<ul style="list-style-type: none"><li>• Effective written and verbal communication skills</li><li>• Ability to speak an Indigenous language is an asset, preferably Cree, Dene or Michif</li><li>• Ability to work effectively in a multi-disciplinary team and independently</li><li>• Respects and promotes a culturally diverse population</li><li>• Good organizational skills</li><li>• Demonstrates good time management and problem-solving skills</li></ul>
<b>Duties:</b>	<ol style="list-style-type: none"><li>1. Advocates on behalf of the Northern Health Region</li></ol>

	<ol style="list-style-type: none"> <li>2. Contributes to a culture of safety and health in the workplace that is free from racism (Indigenous and all forms)</li> <li>3. Contributes to a culture of client safety that is free from racism (Indigenous and all forms)</li> <li>4. Promotes and provides direct Client Services</li> <li>5. Ensures responsible financial management that is consistent with NHR budget process and policy</li> <li>6. Ensures effective and efficient delivery of services across the region</li> <li>7. Ensures effective communication within the department and the organization</li> <li>8. Ensures Continuous Quality Improvement</li> <li>9. Demonstrates professionalism within the Code of Conduct</li> <li>10. Demonstrates leadership qualities</li> <li>11. Ability to recognize and pursue self-development opportunities</li> <li>12. Assists with training new employees as required</li> </ol>
<b>Working Conditions:</b>	<ul style="list-style-type: none"> <li>• Primary day shift, Monday to Friday</li> <li>• Weekend and evening work on occasion</li> <li>• Manual dexterity required to use desktop computers and peripherals</li> <li>• Interacts with the public</li> <li>• Sitting for long periods</li> <li>• Occasional interaction with unhappy or agitated /clients or families</li> </ul>
<b>Decision Making:</b>	<ul style="list-style-type: none"> <li>• Daily management/activity of department</li> <li>• Responding to client/family/worker inquiries/complaints and provides resolution to issue</li> <li>• Responsible for problem solving in collaboration with other members of the healthcare team and/or clients//clients/families/major stakeholders</li> </ul>
<b>Key Working Relationships:</b>	<ul style="list-style-type: none"> <li>• Director of Health Services, Allied Health and Collaborative Practice</li> <li>• Manager Health Services, Regional Therapy Programs</li> <li>• Indigenous Liaison</li> <li>• Indigenous Elder/Knowledge Keeper</li> <li>• Interdisciplinary teams</li> <li>• External Agencies/Community Groups, i.e., Child &amp; Family Services, Indigenous Agencies, Office of Public Trustee, Manitoba Housing Authority, Community Living, School Divisions</li> <li>• Shelters</li> <li>• Clients</li> <li>• Internal/external committees</li> <li>• Nursing Stations</li> <li>• Manitoba Health</li> </ul>
<b>Direct Reports:</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>
<p><b><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></b></p>	



## JOB DUTY ACTIVITIES FOR SOCIAL WORKER- CLINICAL SERVICES

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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 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 1.3 Adheres to all NHR policies 1.4 Maintains acceptable state of health in accordance with the Attendance Support & Assistance Program (ASAP)
2. Contributes to a culture of safety and health in the workplace that is free from racism (Indigenous and all forms)	2.1 Takes care to protect own health and safety 2.2 Takes all precautions necessary to protect the safety and health of other employees 2.3 Uses appropriate protective clothing/equipment 2.4 Understands and follows legislation and workplace safety and health requirements 2.5 Reports incidents and unsafe acts and hazards 2.6 Cooperates with Workplace Safety and Health Committee and Employer on safety and health issues 2.7 Complies with the Respectful Workplace Policy 2.8 Embraces cultural safety in the workplace 2.9 In collaboration with, and under the supervision of the Manager/Designate, ensures hazards are identified and proper steps are taken to control the risks, monitors work areas and corrects unsafe work acts and conditions, instructs/coaches employees to follow safe work procedures and ensures necessary personal protective equipment is provided to employees and used properly 2.10 In collaboration with, and under the supervision of the Manager/Designate, ensures equipment is properly maintained, ensures colleagues have the information, training, certification, supervision and experience to do their jobs safely and assists with safety handling, storage and disposal of chemical and biological substances in the workplace
3. Contributes to a culture of client safety that is free from racism (Indigenous and all forms)	3.1 Reports any client safety concerns to the appropriate department lead and/or management 3.2 Commits to client safety as a key professional value and an essential component of daily practice 3.3 Integrates client safety practices into daily activities 3.4 Understands client safety practices that reduce the risk of adverse events such as infection control, injury prevention, safe administration of medication, and risk awareness 3.5 Recognizes, responds, and reports adverse events and near misses
4. Promotes and provides direct Patient Services	4.1 Identifies clients requiring social work interventions through referrals from other members of the health care team and/or through chart review. Reasons for referrals could include, family dynamics, social issues, major distress, adjustment issues, grief, and system navigation

	<p>4.2 Contracts with clients for agreement for social work involvement and consent for collateral contact prior to beginning work. Exceptions would be referrals to Child and Family Services where it is mandatory to make referrals with or without client consent</p> <p>4.3 Using a range of communication skills, completes a Psychosocial Assessment by interview with client, family, friends, and other collateral sources relative to clients personal, social and emotional situations</p> <p>4.4 Working collaboratively with the multi-disciplinary team and develops a plan for social work intervention designed to improve or resolve problems identified in the Psychosocial Assessment and/or facilitates discharge. Interventions could include but are not limited to the following:</p> <ul style="list-style-type: none"> <li>4.4.1 Adjustment counseling to cope with illness/ placement</li> <li>4.4.2 Resources counseling</li> <li>4.4.3 Financial counseling</li> <li>4.4.4 Evaluates need for alternative housing</li> <li>4.4.5 Provides interpretation of the client's needs to medical and facility staff and advocates on the client's behalf</li> <li>4.4.6 Assists with coordinating discharge planning in collaboration with other members of the client care team</li> <li>4.4.7 Assists with system navigation and identifying community resources</li> <li>4.4.8 Plan and facilitate group programming that promotes clients' social, emotional, and behavioral well-being.</li> </ul>
5. Ensures responsible financial management that is consistent with NHR budget process and policy	<p>5.1 Approves expenditures for the department within established policy</p> <p>5.2 Monitors the budget on a regular basis and takes corrective action as necessary</p> <p>5.3 Maintains a systematic method of collecting statistical data using MIS system</p>
6. Ensures effective communication within the department and the organization	<p>6.1 Communicates and consults with the Director Health Services, Allied Health and Collaborative Practice,</p> <p>6.2 Ensures communication and responses to inquiries are addressed in a timely and effective manner</p> <p>6.3 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> <p>6.4 Communicates with department staff to promote efficient functioning and high morale</p> <p>6.5 Communicates with other managers to achieve efficient functioning of all services</p> <p>6.6 Liaisons with outside agencies as required, i.e. Child &amp; Family Services, Indigenous Agencies, Office of Public Trustee, Manitoba Housing Authority, Community Living, School Divisions, etc.</p> <p>6.7 Acts as facility liaison to the community based Child Protection Team</p>
7. Ensures Continuous Quality Improvement	<p>7.1 Participates in Accreditation process and committee activities</p> <p>7.2 Performs in a manner that minimizes risk and exposure to personal and/or corporate liability</p> <p>7.3 Embraces LEAN methodology</p>

8. Demonstrates professionalism within the Code of Conduct	8.1 Demonstrates the ability to accept and adjust to change 8.2 Assumes responsibility for own actions 8.3 Exhibits initiative in the work environment 8.4 Appears professionally as described in the NHR and department dress code policies 8.5 Reports for work as scheduled in a prompt manner 8.6 Prepares professional, respectful correspondence 8.7 Demonstrates a commitment to their clients, public and profession 8.8 Adheres to the Code of Ethics recognized by the provincial regulatory organization 8.9 Practices within scope of professional and personal limitations and abilities
9. Demonstrates leadership qualities	9.1 Demonstrates leadership competencies as outlined in the NHR Leadership Competency Framework 9.2 Leadership Competency Self-Assessment – Leading in Place
10. Ability to recognize and pursue self-development opportunities	10.1 Reviews and keeps up to date with policies and procedures of the NHR 10.2 Completes Absorb mandatory courses as required 10.3 Attends required staff training sessions, in-service programs, or seminars as required
11. Assists with training new employees as required	11.1 Participates in orientation of new employees as necessary 11.2 Provides guidance to learners as required