

**Misericordia Health Centre  
Position Description**

<b>Position: Social Worker (MSW) Triple P – Positive Parenting Program Provincial Health Contact Centre</b>  <b>Portfolio: Corporate Office</b>	<b>Human Resources Only</b>			
	<b>No.</b>	<b>SAP Job Code</b>	<b>Ann. Hrs.</b>	<b>Union</b>
	<b>UF-M113</b>		<b>2015</b>	<b>MAHCP</b>

**Role**

The Provincial Health Contact Centre (in collaboration with Healthy Child Manitoba) is implementing a Triple P – Positive Parenting Program Parent line for parents and caregivers in Manitoba. This confidential telephone counselling service will provide professional counselling, information and support for parents and caregivers of children who are seeking parenting information and assistance.

Telephone counsellors will be responsible for assessing the nature and extent of the caller's needs and determining the appropriate response. This includes provision of triage, telephone counselling and intervention, and referral to additional/external resources when appropriate.

**Education**

- Masters Degree in Social Work from an accredited School/Faculty of Social Work.
- Post graduate training in specialized clinical/counselling services.
- Training and completed accreditation in the Triple P – Positive Parenting Program, Levels 3 and 4.
- Must be registered with the Manitoba College of Social Workers and a member of M.A.S.W.
- Ability to provide services in both English and French would be an asset.
- Cardiopulmonary Resuscitation (CPR) Training requirements for this position shall be in accordance with the Employer policy.

**Experience**

- Two (2) years counselling experience (post professional degree) working with families in a supervised clinical setting.
- Must have previous clinical service leader supervisory experience.
- A working understanding of family dynamics, child development, common psychological difficulties of children and adolescents, the reporting process for child protection issues.
- Demonstrated clinical competence.
- Strong written and verbal communication skills.
- Ability to maintain confidentiality
- Ability to function independently and with minimal supervision.
- Ability to function within a computerized environment.

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Triple P-Positive Parenting Program  
**Department:** Provincial Health Contact Centre

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### **Physical**

### **Other**

- Works within the Centre's core values, philosophy, vision, C.Q.I. goals, policies and procedures.

### **Growth and Development**

Assumes responsibility for ongoing education and participates in professional activities for personal and professional growth.

### **Functions**

#### **Administrative Duties and Referral Services**

- Collect demographic data for statistical purposes.
- Maintain database regarding nature and content of telephone calls.
- Initiate referrals to community agencies providing Triple P services in the caller's local area.
- Initiate referrals to other services according to callers' needs.

#### **Treatment**

- Provide consultation on discreet parenting issues and child behaviour concerns.
- Develop a plan of intervention with the caller to address parenting concerns and child behaviour issues.
- Deliver multiple counselling sessions and make follow-up calls where necessary.
- Provide triage and referral to other phone line counsellors including nurses and dieticians with the Health Links phone line.

#### **Continuity of Care**

- Work in consultation with other Contact Centre staff, external agencies and the Healthy Child Manitoba office (HCMO) to ensure continuity and communication between all key stakeholders.
- Attend staff meetings and contribute to the overall functioning of the Parent Phone Line by assuming appropriate additional responsibilities as needed.
- Represent the Triple P program within the Provincial Health Contact Centre.
- Maintain appropriate documentation of all clinical and supervision activities.
- Maintain open communication within the Contact Centre and with HCMO and fulfill administrative duties as they are assigned.
- Maintain clinical/professional development through reading, attending workshops and peer and clinical consultation on a regular basis.
- Participate/facilitate meetings and conferences as directed by the supervisor or coordinator.
- Perform other tasks and duties as directed by the Supervisor, within the context of the Position Summary.

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*It is understood that the above-mentioned activities are illustrative of those necessary to carry out the main function but do not limit the incumbent from performing other related duties.*

<b>Responsible to:</b> Director, Provincial Health Contact Centre	<b>Date:</b> December, 2010
<b>Responsible for:</b>	<b>Supercedes:</b> September, 2010

Original with signature in Human Resources

/bn

Sharon Stanley  
Director, Human Resources

(copy to MAHCP Sept. 13, 2010)

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