

### **POSITION SUMMARY**

The Social Worker is responsible for helping individuals, couples, families, groups, and the community develop the skills and access the resources they need to enhance social functioning. The Social Worker provides counselling, therapy, support and consultation, referral to other supportive social services, and health education to patients with a focus on health promotion, disease prevention, and chronic disease management to maintain continuity of care and maximize health and wellbeing. The Social Worker will work with the team to further develop the patient navigation aspect of this role.

The Social Worker provides primary care functions and participates in the development, implementation, monitoring and evaluation of programs and services of the Powassan & Area Family Health Team. There are several sites and this position may work from any of these sites.

### **POSITION REQUIREMENTS**

The minimum requirements for this position are:

#### Education and Experience

- Master's or Bachelor's Degree in Social Work
- Registration in good standing with the Ontario College of Social Workers
- Demonstrated experience working in a counselling capacity with patients and families who have multiple service needs
- 3-5 years experience in counselling/therapy preferably in a community setting would be an asset
- Familiar with the broad range of community and social services available in our area
- Experience with patient navigation or system navigation an asset

#### Skills and Abilities

- Proficient in assessment, psychotherapy and psychological counseling techniques for working with individuals, couples, families and communities;
- Good time management, communication and interpersonal skills;
- Knowledge and proficiency in current, evidenced-based methods and practices of primary care delivery, with an emphasis on health promotion and risk reduction;
- Demonstrated ability to form and maintain helping relationships with patients.
- Working knowledge of the Mental Health Act, Healthcare Consent Act, Substitute Decisions Act and community mental health resources;
- Ability to work independently; organize daily activities efficiently and effectively and proficiency within a computerized work environment.
- Ability to work effectively as part of an interdisciplinary team
- Proficiency in the use of the computer hardware and software, particularly in Microsoft Word, Excel, Outlook, experience using an electronic medical record preferred;
- Desire and ability to update knowledge and skills through various means including technology-based opportunities, courses, workshops and conferences;
- Exhibit an ability to be open and non-judgmental;
- The Social Worker maintains knowledge of the goals and structure of the organization including the policies, procedures and programs offered;
- Superior communication, problem solving and conflict resolution skills;
- English required; French not required but would be an asset.

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| <b>Responsibility:</b>   | <b>Lead Self</b><br>• self-aware • manage self • develop self • demonstrate character |
| <b>Accountabilities:</b>   |   |
| <ul style="list-style-type: none"> <li>▪ The Social Worker is to practice within the scope and according to the standards of practice as outlined in the following documents: <ul style="list-style-type: none"> <li>○ College of Social Workers and Social Service Workers</li> <li>○ Regulated Health Professions Act (1991)</li> </ul> </li> <li>▪ Models PAAFHT values and integrates them into everything we do</li> <li>▪ Contributes to the efficient functioning of the organization and the attainment of goals</li> <li>▪ Participates in personal leadership development – actively seeking opportunities and challenges for personal learning, character building and growth</li> <li>▪ Demonstrates character and models qualities such as honesty, integrity, resilience and confidence</li> <li>▪ Arranges priorities as necessary to perform tasks</li> <li>▪ Models established work and administrative procedures</li> <li>▪ Maintains current knowledge of policy manuals, reading minutes of meetings and keeping up to date with organizational happenings</li> <li>▪ Aware of own assumptions, values, principles, strengths and limitations</li> <li>▪ Takes responsibility for own performance and health</li> </ul> |   |

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| <b>Responsibility:</b>  | <b>Engage Others</b><br>• foster development of others • contribute to the creation of healthy organizations • communicate effectively • build teams |
| <b>Accountabilities:</b>  |  |
| <ul style="list-style-type: none"> <li>▪ Patients <ul style="list-style-type: none"> <li>○ Communicates effectively and ensures continuity of care by making treatment decisions in close collaboration with the patient (family), other FHT staff and other community service providers as part of an inter-disciplinary team as necessary. In collaboration with members of the team, develop and discuss appropriate individualized care plans with the client/family/caregiver based on best practices;</li> <li>○ Educates the patient, family and other caregivers regarding the role and function of the Social Worker in the client’s continuum of care.</li> <li>○ Collaborates with both providers and clients to ensure that appropriate management, referral and responses to inquiries are provided</li> <li>○ Promotes awareness of PAAFHT services and programs</li> </ul> </li> <li>▪ System/Community Partners <ul style="list-style-type: none"> <li>○ Develops an understanding of the community and social services resources</li> <li>○ Facilitates pathways and referrals to appropriate community-based services and supports</li> <li>○ Offers system navigation and support to patients and team members</li> <li>○ Advocates to community and social service agencies on behalf of our patients</li> </ul> </li> <li>▪ FHT Team <ul style="list-style-type: none"> <li>○ Actively participates in staff, team and committee meetings as appropriate</li> <li>○ Increases staff awareness of role by disseminating information and available resources</li> <li>○ Promotes and participates in a multi-disciplinary team approach</li> <li>○ Participates in the development and evaluation of policies, protocols and procedures to improve client care and/or to promote co-operative and efficient staff functioning with the team and Executive Director</li> <li>○ Clarifies the Social Worker’s role and responsibilities to other health care team members</li> </ul> </li> </ul> |  |

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| <b>Responsibility:</b>   | <b>Achieve Results</b> <ul style="list-style-type: none"> <li>• set direction</li> <li>• align decisions with values, visions, evidence</li> <li>• take action consistent with values</li> <li>• assess and evaluate</li> </ul> |
| <b>Accountabilities:</b>   |   |
| <ul style="list-style-type: none"> <li>▪ Mental Health <ul style="list-style-type: none"> <li>○ Provides assessment, intervention, counseling/therapy and other therapeutic functions for individuals, couples, families and the community who require Mental Health /Services;</li> <li>○ Provides Mental Health services which include, but are not limited to: <ul style="list-style-type: none"> <li>▪ Screens, prioritize and processes referrals</li> <li>▪ psychosocial assessments</li> <li>▪ adjustment counselling</li> <li>▪ brief individual or family counselling</li> <li>▪ supportive counselling</li> <li>▪ resource counselling</li> <li>▪ bereavement counselling</li> <li>▪ client and family education</li> <li>▪ group counselling and psycho education</li> <li>▪ assisting patients in navigating the health care system</li> <li>▪ OTN Telepsychiatry consultations.</li> </ul> </li> <li>○ Utilizes therapeutic techniques / modalities as necessary in the provision of therapy and maintains client confidentiality and privacy</li> <li>○ Balance practice to see patients, offer group services, navigate patients and provide programming and services of the FHT</li> <li>○ Participates in the development, planning and evaluation of FHT programs and services</li> </ul> </li> <li>▪ Patient Navigation <ul style="list-style-type: none"> <li>○ Works with the team to develop and integrate patient navigation skills into practice</li> <li>○ Works with system partners to advance our patient navigation abilities for our communities</li> <li>○ Measures and evaluate our progress with Patient Navigation services</li> <li>○ Supports and guide clients to navigate appropriate external services as needed</li> </ul> </li> <li>▪ Reporting and Quality Improvement <ul style="list-style-type: none"> <li>○ Uses appropriate EMR and other tools to document</li> <li>○ Tracks program measures for Quality Improvement and reporting</li> </ul> </li> </ul> |   |

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| <b>Responsibility:</b>   | <b>Develop Coalitions</b> <ul style="list-style-type: none"> <li>• purposefully build partnerships</li> <li>• commitment to customer &amp; service</li> <li>• mobilize knowledge</li> <li>• navigate sociopolitical environs</li> </ul> |
| <b>Accountabilities:</b>   |   |
| <ul style="list-style-type: none"> <li>▪ In collaboration with members of the team, develops and discusses appropriate individualized care plans with the client/family/caregiver based on best practices</li> <li>▪ Develops relationships with community and social service agencies to better understand services and provide patient navigation support</li> <li>▪ Maintains strong working relationships with team members and external stakeholders</li> <li>▪ Cultivates a teamwork environment where all interactions with physicians, patients, families, and staff demonstrate compassion, accountability, respect and teamwork</li> <li>▪ Shares knowledge with the team to benefit our patients, community and team</li> </ul> |   |

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| <b>Responsibility:</b>  | <b>Systems Transformation</b> <ul style="list-style-type: none"> <li>• demonstrate systems &amp; critical thinking</li> <li>• orient to the future</li> <li>• encourage &amp; support innovation</li> <li>• champion &amp; orchestrate change</li> </ul> |
| <b>Accountabilities:</b>  |  |
| <ul style="list-style-type: none"> <li>▪ Works with the team and system partners to improve patient navigation</li> <li>▪ Encourages and support innovation and quality improvement within our team</li> <li>▪ Actively contributes to change processes within the organization</li> <li>▪ Maintains a future-oriented strategic outlook</li> </ul> |  |

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| <b>Responsibility:</b>   | <b>Safety</b> |
| <p>All employees are responsible for demonstrating their responsibility and commitment to patient and staff safety by complying with all Powassan &amp; Area Family Health Team policies and procedures related to staff and patient safety, including the identification of near misses or actual incidents where patient or staff safety are at risk. Examples include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Incident reporting of all workplace injuries, occupational illness and/or exposures to the Executive Director</li> <li>• Actively following Infection Control and Practice guidelines, including hand hygiene practices, routine practices i.e. utilizing appropriate personal protective equipment (PPE)</li> <li>• Practicing WHMIS safety guidelines</li> <li>• Completing all mandatory e-Learning</li> </ul> |               |

**WORKING CONDITIONS:**

Work is performed in a variety of settings both within and outside the FHT medical centre and the satellite location in Astorville.

**REPORTING RELATIONSHIPS:**

The Social Worker position reports and is accountable to the Executive Director.

**PROBATIONARY PERIOD:**

Three-month probationary period.

**The preceding described duties are representative and should not be construed as all-inclusive or final. You understand the Mental Health Program will continuously evolve to ensure best practices for our patients and to meet changing needs of the FHT and our community. We expect all employees in the Mental Health Program to be flexible with respect to their tasks, duties and programs to ensure we deliver the best health care possible and to meet FHT and community needs at any of our 4 clinic sites.**