



## Job Description

### IDENTIFICATION

<i>Position Number</i>	<i>Position Title</i>	
	Medical Social Worker	
<i>Department</i>	<i>Position Reports To</i>	<i>Site</i>
Community Wellness	Director of Child, Family and Community Wellness	Hay River Regional Health Center

### PURPOSE OF THE POSITION

The Medical Social Worker is a vital member of the Community Wellness team at the Hay River Health & Social Services Authority who assists clients, residents and families who encounter psychosocial concerns as a result of illness, disability or hospitalization. The incumbent collaborates with other health care professionals and co-ordinates necessary resources and referrals to facilitate the exchange of information and to facilitate the clinical and social discharge planning process.

The Medical Social Worker provides case management, social work needs and counseling services in accordance with the Government of the NWT (GNWT) Child and Family Services Act, the Child and Family Services Standards and Procedures manual, the Mental Health Act, Social Work Code of Ethics, the practices and policies and procedures of the Hay River Health & Social Services Authority. The incumbent will assist in providing community based Social Services Programs and social services for people with disabilities and the elderly.

### SCOPE

This position is located at the Hay River Health and Social Services Authority (HRHSSA). The HRHSSA is an accredited, integrated health authority that provides the following services; 19 acute inpatient beds, emergency services and ambulatory care services including, dialysis and endoscopy; 10 Extended Long Term care beds; Woodland Manor a 15 bed long term care centre; Supportive Living Campus, a Territorial campus providing 10 permanent residences and 2 respite with a skills development centre; Diagnostic imaging, Ultrasound and Mammography; Laboratory services; Medical and Specialty Clinic services; Community Counselling services; Social Services providing Child & Family Services; Community Health and Home Care Services; Rehabilitation services and a full range of support services.

The Medical Social Worker reports to the Director of Child, Family and Community Wellness; however, the position coordinates clients' needs in collaboration with the client, their family, home care staff, physicians, nurses, counselors, and other health and social services resources within the community.

The HRHSSA provides health and social services to residents on an inpatient, outpatient and outreach basis, dealing with acute and chronic concerns. Social problems have a direct impact on individuals, families, communities and the health care system. In collaboration with the health care team (including HRHSSA Social Services, Acute & Ambulatory Care, Supportive Living Services, Home Care and Long Term Care) under the direction of the Director of Child, Family and Community Wellness, the incumbent will lead and participate in assessing the needs of clients, residents and their families. The Medical Social Worker is responsible for co-coordinating the discharge planning process and ensuring that appropriate resources and referrals are in place to promote/restore optimal health for the client and family.

## **RESPONSIBILITIES**

- 1. Provides support services and follow up, with assistance, to high-risk clients and their families in such a way that compliments existing services.**

### ***Main Activities:***

- Assess the emotional, psychosocial and environmental needs of the client and coordinates the necessary resources to meet their needs.
- Assists clients with application forms for various social benefits and assistance. For example: Old Age Supplement, Guaranteed Income Supplement, Widow's Pension, Canada Pension Plan, Disability Pension, Burial Assistance and Homeless Assistance Funding.
- Monitors client applications for services and advocating on their behalf, when required.
- Provides personal and emotional support to clients and their families during the assistance process.
- Provides support to families in making burial arrangements.

- 2. In collaboration with the Director of Child, Family and Community Wellness, provides advocacy services to disenfranchised groups or individuals at the community level, to promote opportunities for community development.**

### ***Main Activities:***

- Advocates with the public or private service for the fair treatment of a community group or member. For example: tenant agreements and income support programs.
- Collaborates with community partners to identify and assess community needs and to develop community-based responses to assist with these needs.
- Assesses needs and risks (i.e. suicide, self-harm, deviance) of mentally ill and/or vulnerable clients by providing support where possible and making appropriate referrals to physicians or other appropriate service providers.
- Participates in emergency preparedness events as required. For example with

effected population registration, arranging for food and lodging, transportation and psychosocial counselling.

- Collaborate and consults with clients, their families, interdisciplinary teams, community agencies, other resources to plan discharge and follow up;

**3. Assist with assessing clients and family members for psychosocial problems related to their illness and/or issue(s) to ensure that the appropriate resources are in place to assist these individuals.**

***Main Activities:***

- Provides social services and grief counseling services to clients and their families, e.g. grief counseling, financial counseling, resource information and crisis intervention.
- Assesses the client's social status and specific care needs.
- Promotes effective communication that facilitates information sharing between clients, family, healthcare providers and other professionals.
- Provides ongoing follow up in order to evaluate and determine efficacy of client interventions.
- Provides information to clients and families regarding departmental, private and custom adoptions.

**5. Prepares and co-ordinates discharge planning for clients and their families to ensure appropriate support and reintegration into the community.**

***Main Activities:***

- Assists with early identification and assessment of clients/families requiring assistance with planning for discharge.
- Attends discharge planning meetings and reviews referrals from inter-disciplinary team members, community health centers and hospitals.
- Works consistently to increase knowledge and awareness of available resources for clients and their families
- Assesses client's medical, functional, spiritual, cultural and psychosocial needs, and facilitates their transition through the care continuum.
- Develops a plan that will promote/restore a client to their optimal level of health and function.
- Observes and assesses the client's progress regarding health related goals and assists in establishing realistic dates for discharge to home and/or other facilities.
- Works consistently to become informed of best practices in the provision of care for client / family to ensure safe and effective discharge and reintegration into their community or other facility.
- Provides information to clients and families regarding plans for discharge to ensure accuracy of knowledge, realistic expectations and to ensure adequate support.

**Position Role in Client & Staff Safety:**

The HRHSSA is committed to creating a culture of safety throughout the organization. A culture of safety is necessary to provide optimal care to our clients, and a healthy workplace for staff. An organization with a culture of safety is characterized by several

elements:

- Client-centered care;
- Healthy workplace;
- Open communication; and a
- Blame-free and accountable environment.

All staff throughout the organization shares the responsibility for client and staff safety by:

- Demonstrating a commitment to safety;
- Complying with safety policies, procedures and best practices;
- Identifying and reporting safety issues; and
- Participating in safety initiatives.

### **Commitment to Client Centered Care**

Recognizing that our clients are the experts for their own lives, the Hay River Health & Social Services Authority (HRHSSA) is committed to support our clients as leaders to accomplish the goals that they have set out for us in their personal care. The (HRHSSA) will endeavor to provide client centered care through the following:

- Involving clients in their care by reducing barriers that may inhibit our ability to help them.
- Providing a culture that will ensure clients have a voice and participate in their own personal care.
- Empowering clients through improving client satisfaction, enhancing the quality of care and ultimately the quality of life for our clients.
- Focusing on the experience of the client from their perspective and listening to their needs.
- Fostering collaboration between the client and organization by working together to achieve our goals.
- Providing continuous dialogue with the clients to ensure that each and every client is seen as a unique individual.
- Ensuring staff are provided with the training and tools required to complete the best job possible.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of social work practices, theories and procedures is required, especially in the areas of assessing, interviewing, counselling and facilitating.
- The incumbent must be able to interpret and apply the Child and Family Services Act, the Adoption Act, the Social Work Code of Ethics, the Mental Health Act and all other relevant legislation.
- Knowledge of the following techniques is required: crisis intervention, anger diffusion, investigative interviewing and conflict intervention and resolution.
- The incumbent must be able to deal pleasantly and effectively with people of different ages and cultures, in potentially confrontational, aggressive, volatile and emotionally charged situations.
- Computer literacy skills and the ability to use word processor packages, e-mail,

various data base, spreadsheet, graphics or publishing software packages are required.

- Excellent oral and written communication skills are required.
- Knowledge of Physical and Behavioral Sciences will aid in understanding clients and families with health related concerns.
- Knowledge of community resources, HRHSSA policies and procedures and Department of Health and Social Services Acts and Legislation applicable to the position.
- Must be able to acquire within a reasonable time frame and remain current with the Non-Violent Crisis Intervention certification.

This level of knowledge is most commonly acquired through the completion of a Bachelor of Social Work Degree or a Social Work Diploma. Two years of related experience would be an asset. A satisfactory criminal record check, including the vulnerable sector check must be provided. Maintain annual licensing in accordance with the Northwest Territories Social Work Profession Act. Must have a valid Class 5 Driver's license and provide a driver's abstract.

#### WORKING CONDITIONS

##### Physical Demands

Demand	Frequency	Duration	Intensity
Sitting at a desk or computer for extended periods	Daily	2 hours	Moderate
Temperature extremes in the work environment	Daily	Ongoing	Moderate

##### Environmental Conditions

Demand	Frequency	Duration	Intensity
Exposure to communicable diseases. May be exposed to hazardous equipment and /or situations: i.e.: tuberculosis, monitoring equipment, violent/aggressive patients.	Daily	30 minute	Moderate
Exposure to dog bites, falls, car accidents and assaults in a client's home while performing home visits	weekly	30 minute	Moderate to High
Exposure to allergens, such as, cigarette smoke, cat/dog hair, dust	Weekly	30 minute	Moderate

##### Sensory Demands

Demand	Frequency	Duration	Intensity

Demand	Frequency	Duration	Intensity
Focused assessment and observation activities, when assessing the safety and strengths of the client and composing client reports on the computer	Daily	2 hours	Moderate
Language barriers, poor reading and writing skills, and physical, cognitive and mental impairments in clients	Daily	30 minute	Moderate

### **Mental Demands**

Demand	Frequency	Duration	Intensity
Dealing with clients that may be very aggressive, intoxicated, potentially abusive, volatile and in crisis.	Daily	30 minute	High
Counselling clients with complex needs and emotionally disturbing experiences and histories of trauma	Daily	2 hours	Moderate
Making quick decisions that may have a far reaching effect on a client and their family	Daily	Ongoing	Moderate
Entering unsafe surroundings, such as clients' homes, that are unfamiliar and put the Worker's safety at risk. An RCMP escort may be necessary in some instances.	Weekly	Ongoing	High
Direct exposure to family violence and receiving threats of violence against personal safety.	Weekly	Ongoing	High
Exposure to death/dying and other emotionally disturbing experiences and is expected to be professional, regardless of the situation and demonstrate compassionate care to the client, family and other members of the health care team	Weekly	Ongoing	Moderate
Exposure to family crisis and temporary break-up of the family.	Weekly	Ongoing	High

**CERTIFICATION – Medical Social Worker**

**Position Number:**

<p>_____ Employee Signature</p> <p>_____ Printed Name</p> <p>_____ Date</p> <p>I certify that I have read and understand the responsibilities assigned to this position.</p>	<p>_____ Supervisor Title</p> <p>_____ Supervisor Signature</p> <p>_____ Date</p> <p>I certify that this job description is an accurate description of the responsibilities assigned to the position.</p>
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<p><i>[Handwritten Signature]</i> _____ Director/Chief Executive Officer Signature</p> <p>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</p>	<p><i>January 26 2023</i> _____ Date</p>
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**“The above statements are intended to describe the general nature and level of work being performed by the incumbents of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position”.**