

QUEEN'S UNIVERSITY SUPPORT STAFF POSITION SUMMARY

DEPARTMENT: Department of Family Medicine – Queen's Family Health Team – Belleville Site

POSITION NUMBER: 00500760

INCUMBENT: _____

TITLE: Social Worker

GRADE: 8

Job Summary:

Within the Department of Family Medicine, the Queen's Family Health Team (QFHT) – Belleville site provides primary health services to rostered patients while modeling safe, efficient and collaborative clinical processes to the Family Medicine residents in the Belleville/Quinte site. Reporting to the Program Manager, the incumbent is responsible for providing social work assessments and counselling; care navigation and coordination; patient education; and participates as a member of the interdisciplinary health team in accordance with the accepted clinical practice guidelines of the Ontario College of Social Workers and Social Service Workers.

Primary Duties and Responsibilities:

- Conducts patient assessments and counselling including social assessment of context of the health problem (e.g. housing, financial, family crises).
- Provides assistance in resolving social issues that impact on health; counselling services, with regard to complex individual and family issues and decisions that impact the health of the patient and family.
- Acts as an advocate for patients and their families in matters affecting health.
- Documents patient history, assessments, interventions and plans in the electronic medical record.
- Provides care navigation and coordination.
- Provides information and education for patients and families (individual and group) and refers individuals to community support and rehabilitation services as required. Evaluates patient comprehension and compliance to a care plan. Involves patients in decisions about their own health and encourages them to take action.
- Collaborates with other health care providers in the planning, development and evaluation of special programs and services, such as smoking cessation, chronic disease management.
- Maintains confidentiality in all aspects of patient, staff and organization information.
- Collaborates with physicians, residents and allied health professionals. Contributes to the education of family medicine residents/learners regarding the role of the social worker, specifically behavioural medicine.
- Maintains and develops professional competence through ongoing professional development. Participates in self-directed learning, interdisciplinary committees and clinical audits.

Required Qualifications:

- Masters Degree in Social Work from a recognized University.
- Registered with the Ontario College of Social Workers and Social Service Workers (OCSWSSW).
- Minimum of 5 years experience as a Social Worker with patients and families in a health setting , preferably in a community and/or primary care setting.
- Demonstrated competence in conflict management, interpersonal effectiveness and group therapy/education.
- Teaching experience will be considered an asset.

Special Skills:

- Knowledge and proficiency in current, evidenced-based methods and practices of primary care social work services including clinical and supportive care.
- Proficient in the use of computer/technology (Word, Outlook, internet) including prior experience and knowledge of electronic medical records.
- Excellent verbal and written communication and interpersonal skills.
- In depth knowledge of the local health service delivery and community based services.
- Ability to be flexible and creative in order to develop strategies to meet the needs of a diverse patient, family, and provider population.
- Ability to work both independently and effectively in an interdisciplinary team environment.
- Excellent organization, time management and priority setting skills.

Decision Making:

Makes decisions regularly regarding patient care within the legal scope of practice of the profession, including but not limited to:

- Conducts social assessment of patients; determines needs required to resolve social issues.
- Provides counseling services to patients deciding on a treatment/care plan. Determines services available to connect patients to the appropriate community services and programs.
- Makes decisions and communicates with appropriate health team members to ensure a smooth transition of patient care between hospital and community resources.
- Determines effective strategies for providing services, educational programs and support to patients, families, family medicine residents and students .

Supervisory Responsibilities:

Do you have any supervisory responsibilities?

YES NO

If you responded yes to the above question, which of the following duties do you perform for employees who report to you?

You have the right to hire or you make the effective recommendation to do so.

YES NO

You have the right to fire or you make the effective recommendation to do so.

YES NO

You are responsible for handling disciplinary matters including issuing written warnings.

YES NO

You are responsible for conducting performance appraisals.

YES NO

You are responsible for delegating work and ensuring that it is satisfactory.

YES NO

SIGNATURES:

Incumbent

Supervisor

Department Head

Date: