POSITION SUMMARY

QUEEN'S UNIVERSITY - GENERAL STAFF

POSITION TITLE: Social Worker
DEPARTMENT: Family Medicine – Queen's Family Health Team - Belleville Site
POSITION NUMBER: 00501512
GRADE: 8 EFFECTIVE DATE: April 3, 2014

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.

KEY 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.

SIGNATURES:

	Date
Incumbent	
Manager	
Department Head/Director or Designate	