

## Position Summary

**Position Title:** Outreach Social Worker - Urgent Service Access Team

**Reports to:** Program Manager

**NOC Code:** 4152

**Revision Date:** September 2020

### **Summary:**

The Outreach Social Worker on the Quest Urgent Service Access Team (USAT) is responsible for providing outreach, assessment, health education, counseling, case management, crisis intervention, and other short term therapeutic functions for individuals, and assisting in the provision of long and short term stabilization by facilitating the establishment of care pathways and programs/services that assess, prioritize and support client needs. These duties are accomplished as part of an inter-disciplinary team of professionals.

### **Key Objectives:**

1. Working in an inter-disciplinary team, the USAT Outreach Social Worker will provide service delivery to support crisis stabilization on a short term basis, including therapeutic health care, housing, food and other basic needs.
2. Assess client status and gain an understanding of socio-economic position, psychological outlook, housing, financial and legal needs, problems and levels of functioning through interviews and observation.
3. Act as part of an interdisciplinary team which assists with the development, analysis and implementation of policies and procedures to improve the delivery of primary health care services.
4. Conduct risk assessments and, in instances of abuse, neglect, and/or physical/emotional abusive situations, formulate appropriate safety plans and complete/submit reports in accordance with legislation.
5. Plan, develop, and coordinate treatment plans with clients to include assessment, establishment of treatment goals, internal and external referrals and placement of required resources, and evaluate effectiveness of service plans.

6. Ensure appropriate comprehensive treatment is provided by maintaining complete and accurate charts/medical records.
7. Participating in the Integrated Community Lead (ICL) Model which includes participating in community meetings, organizing and hosting, and follow-up for the ICL model for complex care needs clients (e.g. Health Link clients).
8. Act as an advocate for clients by providing assistance in accessing health, social service and related agencies and groups. Encourage community development by assisting individuals, groups and communities to articulate and advocate for health and related services.
9. Provide input for development of strategic plans. Attend and participate in staff meetings and special projects and other duties as assigned.
10. Conduct presentations, facilitate workshops and group meetings, and participate in program planning and community initiatives.
11. Participate in, and share responsibility for, the on-call coverage.
12. Participate in and comply with all health and safety processes and initiatives to ensure the organization remains a safe workplace.
13. Promote the mission, vision, values and philosophy of care developed by Quest CHC.
14. Develop and maintain strong ties to other professionals and community members.
15. Work within the full scope of practice. Meet organizational quality and quantity of work standards. Comply with applicable medical directives, policies, regulations and legislation identifying any areas of non compliance.
16. Maintain and develop professional competence through continuing education.

### **Qualifications:**

#### **Education**

- Successful completion of a Bachelor's Degree or Masters in Social Work from a recognized university.
- Current registration in good standing with the Ontario College of Social Workers and Social Service Workers and the Ontario Association of Social Workers.
- Current certification or willingness to become certified in Non Violent Crisis Intervention (NVCi).

## Experience

- Experience working in an interdisciplinary team with clients with mental health, addiction and concurrent disorders.
- Experience in program development, implementation, monitoring and evaluation.
- Experience in working with hazardous chemicals and materials and associated preventive measures outlined/required by product Safety Data Sheets and WHMIS

## Skills and Abilities

- Awareness of and sensitivity to community health issues.
- Knowledge of local community resources and referral processes.
- Knowledge of the Community Health Centre model of care is an asset.
- Ability to remain self-directed while working closely with others within an interdisciplinary team.
- Ability to provide compassionate, respectful, non-judgmental and culturally competent care to priority populations.
- Ability to function independently in crisis situations and the ability to decide what presenting conditions are a priority.
- Ability to effectively manage disruptive behaviour and de-escalation.
- Ability to plan and organize assigned duties.
- Ability to establish positive working relationships with other community based agencies.
- Proficiency in the use of computer software/electronic medical records/DATIS etc.
- Proficiency in other languages is an asset.

## Conditions of Employment

- Valid Ontario Driver's License, access to a reliable vehicle and a Police Reference Check are required.
- Current certification or willingness to become certified in Non-Violent Crisis Intervention (NVCI).
- Maintain confidentiality in compliance with the Personal Health Information Protection Act (PHIPA), Freedom of Information and Protection of Privacy Act (FIPPA) and Personal Information Protection and Electronic Documents Act (PIPEDA).

## Physical Demands

The position requires fine motor movements and gripping, handling and/or lifting 10-20 pounds. It also requires sufficient mobility to allow sitting, standing and twisting to reach patients and equipment. The position also requires far and near vision, depth, spatial and form perception, feeling, reading, writing.

Speech and listening are critical aspects of the role to effectively communicate with clients for education, instructions and general rapport to relieve anxiety.

Working Conditions

The duties of this position are performed both inside and outside the health care centre including satellite locations and points of service. Work settings include community locations such as hospitals, homes, shelters and drop in centres where the potential for dangerous situations to occur is higher than in an office setting.

The employee must be able to work varying work schedules, including evenings, and in multiple work locations.

<b>Employee Signature:</b> _____	<b>Date:</b> _____
<b>Supervisor Signature:</b> _____	<b>Date:</b> _____