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## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	SOCIAL WORKER – PATIENT RELATIONS
<b>DEPARTMENT:</b>	REGIONAL SOCIAL WORK
<b>CLASSIFICATION:</b>	SOCIAL WORKER
<b>UNION:</b>	MGEU – TECHNICAL PROFESSIONAL

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## REPORTING RELATIONSHIPS

<b>POSITION REPORTS TO:</b>	MANAGER OF PATIENT EXPERIENCE & FACILITY SOCIAL WORK
<b>POSITIONS SUPERVISED:</b>	Not Applicable

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## POSITION SUMMARY

Under the direction of the Manager Patient Experience & Social Work; the Social Worker – Regional Patient Relations receives client concerns and connects individuals with services, collects information on the concern and works with the interdisciplinary team to resolve.

The Social Worker functions as a member of the interdisciplinary team and provides psycho- social assessment and a range of interventions to assist patients and their families in dealing with personal, family, social difficulties as well as assisting to resolve concerns related to their health care experience. This will include, consultation, education and advocacy functions for patients and/or families. The incumbent will act as a liaison between the patient, their families, and the facility and external community agencies.

The position of Social Worker – Patient Relations functions in a manner consistent with, and supports the Mission, Vision and Values of the Interlake-Eastern Regional Health Authority.

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## ESSENTIAL FUNCTIONS AND DUTIES

The Social worker functions in a complex and dynamic acute care environment. Within a health services team of diverse professionals, the social worker acts as a member of the team to identify those clients appropriate for Social Work services and provides the following principal functions:

**Duties Related to Administration**

- Uses conflict resolution skills to de-escalate and resolve concerns.
- Maintains confidentiality of patients and staff to ensure that individual rights are protected in accordance with FIPPA and PHIA Legislation.
- Serves and actively participates in committees as required or designated by the Manager of Patient Experience & Social Work.
- Acts as a resource person and aids staff and clients for referral services as appropriate.
- Maintains up to date records of pertinent information regarding patients and the delivery of social work services, including documentation on complaint tracking form and the electronic documentation client feedback module of RL.
- Documents client concerns and follow up conversations with staff and the client using approved charting guidelines.
- Organizes and prioritizes work according to client needs and assigned tasks.

**Responsibilities to Patients and Families**

- Receive client concerns and provide initial contact and follow up with the intent of resolving the client concern.
- Engages clients in therapeutic relationships.
- Assesses clients for family and general support systems.
- Arranges family meetings and meetings with interdisciplinary team to resolve concerns when needed.
- Assists clients by providing information on resources available in their community when applicable.
- Establishes effective linkages to resources, agencies, and service providers to maximize functioning and improvement/maintenance of quality of life.
- Supports client self-reliance and autonomy and advocates, as appropriate, on behalf of the client to obtain required services.
- Collaborates with related health team members to assist with case management planning and service delivery decisions.
- Works with the health care team to assess clients concerns and determine the best way to provide support.
- Mentors new social worker staff as needed.

**Responsibilities to the Interdisciplinary Team**

- Ensures a coordinated response to client care through collaboration with interdisciplinary team members.
- Facilitates and/or contributes to family conferences with particular emphasis on concern resolution.
- Participates in team meetings, and other facility and regional activities as required.
- Serves as a resource to staff through one on one consultation, attendance at family conferences, and presentations at planned in-services, for the purpose of increasing awareness of psychosocial needs of clients.

**Maintains Accountability**

- Adheres to established policies and procedures of the Interlake – Eastern Regional Health Authority and the Regional Social Work Program.
- Reports pertinent information to the facility's Clinical Team Manager/ Physician site

- lead/CMO and/or Manager of Patient Experience & Facility Social Work as appropriate.
- Participates in quality improvement and risk management activities in the Quality Program.
- Keeps up to date with best practice and makes recommendations for changes to current practice as applicable.
- Pursuant to the Regional Health Authority Act, Interlake-Eastern RHA is designated bilingual (English/ French). Accordingly, all employees accept the responsibility to support clients in their official language of choice.

#### **OTHER**

- Performs other duties as assigned.

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#### **QUALIFICATIONS**

##### **EDUCATION/CERTIFICATION:**

- A Bachelor of Social Work Degree from an accredited University.
- Current registration or eligibility for registration with Manitoba College of Social Workers. (Must be registered prior to commencement of client interaction).

##### **REQUIRED KNOWLEDGE:**

- Excellent knowledge of pertinent community resources, supports, and services typically used by health care clients.
- Ability to provide standard Social Work services including assessments and consultation, case management, psychosocial counselling, crisis intervention and discharge planning and referral.
- Familiarity with evidence-based practice and continuous quality improvement environments.
- Knowledge of and understanding of cultural and spiritual sensitivity.

##### **EXPERIENCE REQUIRED:**

- Experience with conflict resolution preferred.
- Must have demonstrated competence in clinical skills, including psychosocial assessments, counseling intervention, and ability to work within an interdisciplinary team approach.

##### **SKILLS/COMPETENCIES:**

- Must have the ability to communicate effectively both verbally and in writing with professional and non-professional staff, patients and their families.
- Must have computer skills, Microsoft office.
- Must have excellent organizational and professional skills.
- Must be committed to continuing professional development.
- Valid Manitoba driver's license.
- Mental and physical ability to meet the demands of the position.
- Given the cultural diversity of our region, the ability to communicate in more than one language would be considered an asset.
- Proficiency of both official languages is essential for target and designated bilingual positions.
- Completes and maintains a satisfactory pre-employment security check.
- Satisfactory employment record.

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**WORK CONDITIONS**

- The incumbent functions autonomously on a day-to-day basis and manages assigned duties accordingly.
  - Will be required to travel throughout the region as duties may require.
  - No hazardous or significantly unpleasant conditions.
  - All health care workers are required to be immunized as a condition of employment in accordance with the Interlake-Eastern RHA Policy GA-13-P-110 Required Immunizations for Health Care Workers.
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**WORKPLACE SAFETY AND HEALTH**

The incumbent contributes to making the organization safe for clients and staff and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.

- Provides a safe environment by ensuring the adherence to Workplace Safety and Health Regulations and Policies and Infection Control Guidelines. Obeys all safety and health rules and follows recommended Safe Work Procedures. Informs supervisor of any unsafe acts, work conditions, incidents, near misses, injuries or illnesses immediately.
- Demonstrates a working knowledge of Workplace Hazardous Materials Information Systems (WHMIS) and adheres to procedures for handling and storing controlled substances as described in the Material Safety Data Sheets (MSDS). Uses personal protective equipment as required.
- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facility's Fire, Disaster and Evacuation Plan.

**PATIENT SAFETY**

- Participates in and demonstrates an understanding of patient safety principles and practices into all day to day activities. Follow all safe work practices and procedures and immediately communicates any activity or action which may constitute a risk to patient safety.
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Created: November 2024  
Date

Revised: \_\_\_\_\_  
Date

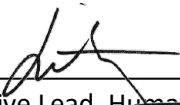
Approved by: K Podaima  
Regional Manager/ Supervisor

11/20/24  
Date

Approved by:   
Executive Lead/ CEO

January 23, 2025  
Date

Reviewed by:

  
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Executive Lead, Human Resources

January 23, 2025

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Date

*Position descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed position descriptions are an integral part of any effective compensation system.*

*All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.*