

## **POSITION DESCRIPTION: Community Service Worker**

### **POSITION SUMMARY**

Reporting to the Community Social Service Supervisor (CSSS), this is a social services position within the Community Service Delivery Division of the Department of Families. A Community Service Worker (CSW) provides case management services to individuals who are accessing services in the Community Living disAbility Services.

A CSW is expected to work as a member of an established service delivery team and use sound independent judgement. The CSW uses the professional application of social work theory and methods to deliver discipline-based services and intervention strategies to individuals and families through the following steps of the case management process:

- Referral and intake;
- Crisis and/or protection services;
- Assessment (including risk assessment);
- Case planning, counselling and support services provision, including financial management;
- Service monitoring and evaluation;
- Service termination.

This position requires in-depth knowledge of program policies, directives and applicable legislation in the program area(s) served.

The CSW must possess strong interpersonal skills, excellent verbal and written communication skills, conflict resolution and negotiation skills and the ability to prioritize competing demands.

### **POSITION DUTIES AND RESPONSIBILITIES**

#### *Service Delivery (65%)*

##### **Referral and Intake**

- Performs intake duties on a rotational basis if required
- Demonstrates detailed knowledge of assigned program(s) and related Legislation, Regulation and policies
- Responds to emergency/crisis situations in a timely manner
- Receives and reviews new referrals for services
- Maintains familiarity with referral sources in the general community
- Interviews applicants and referral sources and clarifies referral information
- Performs initial risk assessment as required
- Consults with external resources as required
- Moves cases to ongoing services as required

### Crisis/Protection Services

- Investigates all incidents of abuse/neglect consistent with applicable Acts, Regulations and prescribed standards
- Exercises statutory responsibilities in event of removal of an individual
- Arranges emergency placement as warranted
- Consults and collaborates with various service streams (police, school, legal guardians/decision-makers, mental health, hospitals, identified resources, etc.) to arrange critical services
- Provides crisis services throughout case life as warranted (medical, legal, placement breakdown, etc.)
- Provides emergency counselling and case consultation
- Strategizes services for complex/high needs individuals and families
- Provides crisis referral to internal/external resources
- Follows up and revises case plan accordingly
- Responds to all Ministerial requests for information in a timely fashion

### Case Assessment

- Completes initial risk assessment and/or other prescribed program assessments as required (SIS, etc.)
- Consults with collaterals/referral sources as appropriate
- Meets with individual/family to assess individual/family needs
- Establishes trust relationships
- Identifies individual/family strengths and needs
- Interprets and analyses case information to determine required interventions
- Uses program specific case planning tools to do initial or ongoing service mapping

### Case Planning, Counselling and Support Services

- Creates a case plan with the individual/family by identifying participant needs, goals and service requirements
- Provides ongoing counselling and risk assessment as required
- Uses program-specific risk management and assessment tools as prescribed
- Assesses individual/family need and recommends available services and supports
- Establishes effective working relationships with internal/external resources as required
- Prepares required referral documentation

### Case Monitoring and Evaluation

- On an ongoing basis monitors the outcome of internal and external services and supports
- Evaluates whether services and supports are meeting desired outcomes of case planning goals
- Arranges and attends case planning meetings with internal/external supports
- Revises case plan with individual/family as required

- Remains responsive to critical situations and provides emergency services as required

#### Case Closure/Termination

- Reviews case planning accomplishments with individual/family against case plan objectives
- Assesses risk
- Ensures ongoing required supports are in place from other systems as required
- Transition planning and referral for individual/family to other services (child welfare, adult services, EIA)
- Concludes services with individual/family
- Closes file and completes required administrative functions

#### *Administration and Financial Management (25%)*

- Documents case planning information as per program standards
- Maintains case information on IT systems as required
- Completes referral documentation to internal/external services
- Prepares legal documents as required
- Submits requests for resources in accordance with program guidelines and assessed need
- Monitors expenditures
- Provides documentation/justification for expenditures as requested by supervisor/program

#### *Systems Management, Collaboration and Professional Development (10%)*

- Arranges/attends multi systems meetings for case planning purposes
- Represents region on assigned committees
- Attends regional/area specific program meetings
- Establishes and maintains effective working relationships often under difficult circumstances with external partners including police, schools, service agencies, advocates, service delivery and support representatives, program authorities, Health partners and other local community representatives.
- Maintains internal/external partnerships and works cooperatively and strategically on multi-disciplinary teams
- Attends professional development training opportunities and community workshops as available

### **SUPERVISORY RESPONSIBILITIES**

There are no direct supervisory responsibilities.

### **SUPERVISION RECEIVED**

The position requires the ability to problem solve and make decisions independently using discipline-based practise knowledge. All protection situations are to be discussed

with a supervisor. All politically sensitive issues require consultation as do situations that fall outside of program scope/policy. New financial requests must be directed to a supervisor. The CSW also receives ongoing case consultation and direction from the supervisor.

## **QUALIFICATIONS REQUIRED**

BSW or equivalent and two years directly related experience is required for full working level of this position. Other combinations of education and experience may be considered at an under-fill level.

## **OTHER COMMENTS**

The Vulnerable Persons Living with a Mental Disability Act provides the legislative framework for providing protective and support services to vulnerable adults. Policy and Procedures manuals outline specific processes, policies and standards for providing supports to participants of the various programs. Strong interpersonal skills are important to ensure strong positive relationships are developed between all stakeholders. Equipment used will include computer and related program-specific applications.

A valid driver's license and use of a personal vehicle for business purposes, as well as satisfactory Criminal Record including Vulnerable Sector Search, Child Abuse and Adult Abuse Registry checks are required. This position may be required to provide after hours services and may be required to work occasional evenings and weekends.