

Job 2022-12859: Social Worker, Primary Care Networks--Primary Care Integration

Template: Template Selection

Job Description Number	P6994
Position Title	Social Worker, Primary Care Networks--Primary Care Integration
Job Code (Must match approval)	P_50300

Overview

Utilizing an integrated team-based care approach and in collaboration/conjunction with the interdisciplinary team, supports Family Physicians and Nurse Practitioners (FPs/NPs) and their patients in accessing community/social programs and resources to facilitate the integration of medical, wellness and social support services to ensure holistic, wrap-around primary care.

Duties and Responsibilities

The Burnaby PCN adds an 'overall impression' category at the end of our interview rubric for the interview panel to fill out and score out of 10. The description of what we're scoring includes: "Impression of candidate's interpersonal skills, general demeanor, approachability, professionalism, attitude and maturity for role."

Clinical Social Work Services

- Provides therapeutic clinical social work services to patients and their caregivers by reviewing referrals; conducting psychosocial assessments and providing recommendations and treatment planning.
- Conducts interventions employing a variety of modalities and family counselling employing home visits and site-based services. Collects collateral information for team assessments related to competency (personal and financial), provides follow-up and ongoing monitoring of psychosocial situations, and referral services where required.
- Accepts PCN referrals from FP/NP's and manages a clinical case load of clients with mild to moderate social work needs. Provides consultation to clients and/or their caregivers by sharing resource information, facilitating referrals to other services, and offering telephone support. Facilitates client's utilization of appropriate community services; acts as an advocate on behalf of clients and their families.
- Collaborates with team members; attends team meetings/care conferences; provides consultation to the team and acts as a resource to colleagues in other programs or community agencies. Identifies opportunities to join and contribute to relevant Communities of Practice (COPs).
- Completes required reports, records and workload statistics. Maintains files and records in accordance with program standards and procedures.
- Attends and/or leads meetings, in-service and psychosocial educational sessions with groups such as clients, caregivers, staff and community partners, through methods such as collaborating with members of the interdisciplinary team and presenting relevant content.
- Maintains knowledge of current developments in evidence-based social work practice by methods such as reviewing relevant literature, consulting with other health care professionals, and attending relevant education programs to enhance the delivery of client care. Maintains current knowledge of Federal and Provincial legislation and amendments that impact client care and service delivery (e.g. Adult Guardianship Act).
- Participates in research activities and program planning and development relevant to the needs of the client and their caregivers in collaboration with the interdisciplinary team as required through methods such as identifying trends in clinical practice, conducting literature searches, administering surveys and collecting research data for further analysis. Ensures that clinical practices and protocols are consistent with research findings.
- Evaluates effectiveness of direct clinical care and education provided to clients and their caregivers and provides input to the interdisciplinary team regarding changes required to improve efficiency and/or effectiveness of service.
- Identifies own learning needs, reviews these with the PCN Managers and engages in a variety of activities to meet those needs.

Primary Care Integration Activities

Under the direction of the PCN Manager(s),

- Familiarizes themselves with PCN vision, governance, and structure to ensure work is carried out in alignment with this knowledge. Leverages and builds upon existing linkages with community groups and agencies to effectively support primary care integration.
- Facilitates linkages with and between community groups and agencies and FPs/NPs (and their patients), as well as supports linkages between community groups/agencies and their allied health peers to address social determinants of health.
- In collaboration with PCN colleagues, identifies gaps in awareness and/or knowledge amongst FPs/NPs of community/social programs and resources as well as gaps in awareness and/or knowledge among community organizations of medical services. Develops strategies and materials to reduce these gaps (e.g. CMEs, DocTalks, other education and communication materials).
- Identifies opportunities and supports the development of channels to integrate FP/NP services and community/social programs and resources (e.g. developing referral pathways, creating resource directories; integrating information into virtual and telehealth tools/platforms).
- Supports grants, research and quality improvement projects that have a social work, social service, or health service integration component.
- Supports the development of an evaluation framework, including identifying methodologies to effectively measure outcomes/impact of FP/NP-Community integration efforts.
- As required/appropriate, supports community organization front-line staff (e.g. Case Managers) with health system navigation including supporting and linking patients to ongoing, longitudinal primary care.
- Performs other related duties as required.

Qualifications / Skills and Abilities

Education and Experience

Current full registration with the BC College of Social Workers.

Two (2) years recent related experience working with clients and their caregivers in the community, or an equivalent combination of social work education, training and experience.

Valid BC Driver's License and access to personal vehicle for business-related purposes.

Skills and Abilities

- Knowledge and understanding of counselling skills and clinical practice models relevant to working with individuals, families and groups.
- Demonstrated ability to conduct psychosocial assessments.
- Ability to work as a member of the interdisciplinary team in care planning for complex client situations.
- Experience working with diverse populations and awareness of stigmatic and systemic barriers that may impact access to care.
- In depth understanding of referral systems within primary and acute care, including available community organizations and social supports.
- Awareness of and experience with harm reduction strategies and approaches
- Ability to make effective referrals, reflecting in-depth knowledge of community resources and strong collaborative skills in working with other community services.
- Demonstrated ability to communicate effectively both verbally and in writing with clients, families, other members of the health care team, and community agencies.
- Demonstrated ability to organize and prioritize workload in a complex environment.
- Demonstrated ability to effectively deal with conflict.
- Strong inter-personal skills with demonstrated ability to effectively develop and build relationships with diverse stakeholders and community leaders.
- Ability to develop education materials for diverse stakeholders.
- Strong written and oral communication skills including presentation skills.
- Basic computer literacy to operate a computerized client/family information system, word processing, and e-mail.
- Physical ability to perform the duties of the position.

Detail: General Information

Job Folder	WD&C Active Job Template
Job Template Bargaining Unit(s)	British Columbia General Employees' Union (BCGEU) Canadian Union of Public Employees (CUPE 4816)
Bargaining Association	Health Science Professionals Bargaining Association
Job Template Program/Service(s)	Primary Care & Community Health Networks
Job Template Facility ID(s)	Fraser Health Community Fraser Valley Fraser Health Community Simon Fraser Fraser Health Community South Fraser

Detail: HR Data

Job ID	2022-12859
External ID	P6994

Detail: Job Library Data

Reports To	Manager, Clinical Operations, or designate
Pay Grade	P12
Position Classification	PARAMEDICAL GRID LEVEL 12

Date Approved (MM/DD/YYYY)	3/14/2022 0:00
Criminal Record Check Required	Not Required - conducted by regulatory organization
WDC Client Partner	KEN SZABO,Ken.Szabo@fraserhealth.ca

Updated: 8/2/2022 11:02 AM
Created: 4/29/2022 8:43 AM