

## **Family Health Team**

790 Bay Street, Ste 306, Toronto, ON M5G 1N8  
Phone: (416) 260-1315 Fax: (416) 960-1945

### **Job Description – Social Service Worker/Social Worker (Part Time)**

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As a key member of Taddle Creek Family Health Team's (TC FHT) Primary Care @ Home Program (PC@Home), you will work collaboratively to support complex, frail, homebound older people, in the community, seeking care. TC FHT's PC@Home Program consists of a Lead Community Physician, a Physician Assistant and a part-time Social Service Worker/Social Worker. Your primary role is to enable access to community resources for patients who do not have the psychosocial support to effectively access what is currently available.

In collaboration with PC@Home Team, you will build supportive relationships with people in the community and their support networks. You will also conduct psychosocial assessments to identify and support the values and health goals of people who are homebound by performing advocacy and case management roles. Many interactions will be in the person's home environment or in the context of accessing care (like visits out of the home for imaging studies or trials of day programs). The expectation is that by reducing barriers to accessing care by providing person-specific support, unnecessary emergency room/hospital visits can be prevented. To be successful, it is important that you are comfortable working collaboratively and creatively within an interdisciplinary model of care, that you use person self-management principles, and that you practice person and family centered care.

#### **Position Summary**

- Coordinate/participate in interviews with persons and referral sources
- Develop collaborative, supportive and therapeutic relationships with people and their families and/or formal and informal support networks (and/or designated substitute decision maker)
- Provide supportive in-home counseling
- Complete psychosocial assessments of person's unique goals/needs through engagement with them
- Link person to needed services (i.e. fill in the gaps that prevent complex, frail, homebound older adults from accessing resources) and organize/attend appointments for/with them
- Liaise (with person's consent) with person's network of supports (i.e. family members, Care Coordinators, Personal Support Workers)
- Work with the PC@Home Team for ongoing primary care needs, crisis needs and to coordinate placement activities
- Consult with service agencies, advocating for the patient's goals/plans and ensuring knowledge transfer during service transitions (i.e. participate in hospital discharge planning)
- Work closely with PC@Home and TC FHT inter-professional teams by engaging in case conferences and team meetings
- Champion caregiver and bereavement support initiatives within the PC@Home Program (i.e. link high-risk caregivers to available resources in the community)
- Research and identify options for community services and support
- Document in electronic health record all patient encounters to facilitate communication/care

#### **Skills, Knowledge Requirements**

- Strong verbal and written communication skills and the ability to adjust language and terminology to suit individual person (including cultural safety)
- Counseling & relationship-building capabilities
- Strong knowledge of community resources in GTA

- Ability to remove obstacles standing in the way of adequate healthcare
- Ability to work in an inter-professional team environment & with external health care team members
- Autonomous and able to function with minimal supervision
- Ability to prioritize, manage time effectively and be flexible
- Excellent assessment, planning and organizational skills

#### **Computer Skills**

- Familiarity with a Mac OS environment
- Experience with Telus' Practice Solutions electronic medical record an asset
- Minimum typing speed at 40 words per minute

#### **Language Skills**

- English required; French not required but would be an asset

#### **Education and Specific Job Requirements**

- Social Service Worker diploma or Bachelor's in Social Work
- Registration with the Ontario College of Social Workers and Social Service Workers
- Working knowledge of the Mental Health Act, Healthcare Consent Act, Substitute Decisions Act and community mental health resources

#### **Relevant Experience**

- A minimum of 2 years experience supporting complex, frail, homebound older persons in the community (or similar experience working with people with severe mental health in a COTA-worker-type role)
- Clinical experience working collaboratively with a community-based agency an asset

#### **Reporting Structure**

The Social Worker/Social Service Worker reports to the FHT Executive Director & the Primary Care @ Home Lead Community Physician.

#### **Job Specification**

##### **Location**

This position will be located at 790 Bay Street, Suite 302.

Note: Minimum 2 days performing home visits.

##### **Hours of Work**

Hours of work: 20 hours per week

Workdays are as follows:

Mon 1:30-5:30pm (in office)

Wed 9:00-5:00pm

Fri 11:00-7:00pm

##### **Status**

Part Time

**Closing Date:** Mar 19, 2018

**Pay Rate:** \$31,454-\$34,678

**Benefits (Group Insurance Plan & HOOPP)**

**Annual vacation days:** 7.5 (10 after year 1)

**Annual professional education dollars:** \$500

**Annual education days:** 5

**Send Resume to:** [hr@tcfht.on.ca](mailto:hr@tcfht.on.ca)

