

Job Description

Position: Social Worker

Wage Range: \$38.00-\$40.00 (BSW), \$40.00-\$44.00 (MSW)

Established in 1969, REACH is a non-profit, community-governed organization with a history of primary care innovation and a commitment to equality and social justice in East Vancouver. We have a multidisciplinary approach to care within our medical, dental, pharmacy, multi-cultural family centre and an Urgent & Primary Care Centre (UPCC). We are committed to providing inclusive, accessible and sustainable programs and services to support the physical and mental health and well-being of our community and individuals within it.

The REACH UPCC provides triage and delivery of urgent primary care services to any patient who presents themselves during the hours of operation. This program provides urgent primary care to any individual who need it 8am-10pm Monday to Saturday and 9am-5pm on Sundays regardless of whether they are attached to another primary care provider for longitudinal care. While the emphasis is on urgent primary care, REACH UPCC strengthens our existing commitment to the social determinants of health as a foundation for patient care. We have also developed ways of connecting patients to care in the evolving Primary Care Network surrounding the REACH UPCC so that it functions as a hub and integrator in the network.

Position Summary

Accountable to the operations manager, the social worker is responsible for advanced clinical and consultative social work services to clients and families focusing on how the client's relationships are affected by their environment. Duties include working in partnership with physicians and nurses and other staff to offer more holistic patient care which includes conducting social and psychosocial assessments, improving access to community services and resources and initiatives to reduce inequities, providing short term counseling interventions, maintaining client records, attending multidisciplinary clinical/case meetings and conferences, identifying applicable community resources for clients and facilitating care throughout the continuum.

This position will have the opportunity to work a flexible schedule on weekdays and weekends.

Responsibilities

- Critically assess patient's situation, within a short amount of time, and determine if a risk exists and the level of that risk and take appropriate steps.
- Conduct comprehensive psycho-social assessments by methods such as interviewing the client and/or family, obtaining relevant information, gathering social data regarding the client's community, environment, living situation and financial status and interpreting to therapeutically impact the client's coping abilities and offer resources and services that meet their needs.
- Provide individual support and short term counseling to clients as needed, including information and referral to external community resources including disability supports, financial, housing legal and other care services. Assist in filling out forms for income support and other services.
- Work with staff to design and implement patient care plans, health promotion programs, group visits and support groups for clients in the health services program.
- Establish and maintain relationships of trust with service providers, working as part of an integrated health care team.

- Develop and maintain links with appropriate community agencies/resources.
- Maintain a variety of records such as workload statistics by methods such as recording information into client charts, collating data, analyzing trends, and recommending an action plan to the operations manager and/or the Executive Director.
- Participate in ongoing planning as time permits.

Team and centre activities

- Participate actively in staff meetings and board committees.
- Participate in the overall activities of the health centre, e.g. in service training, committees, special events and shared staff responsibilities.
- Communicate clearly, listen accurately, be open to feedback, handle conflict appropriately, and display sensitivity to others.
- Collaborate well with others, promote cooperation and teamwork.
- Participate in REACH's commitment to becoming discrimination free and an inclusive health centre and promotes a healthy lifestyle.
- Maintain the reputation and confidentiality of the health centre and its clients at all times.
- Adhere to all applicable REACH policies and procedures.

Qualifications

- Bachelors of Social Work from an accredited school of social work. Master of Social Work preferred.
- Registered Social Worker.
- Two to three years' experience in primary care or community services.

Skills

- Demonstrates a commitment to the social determinants of health and anti-oppression being the foundation for patient care.
- Extensive knowledge and understanding of key pieces of legislation and government policies and procedures that relate to the client and its impact in determining care plans.
- Experience with clients living with mental health struggles, substance use and long-term disabilities.
- Experience working with people from diverse lived experiences, such as migrant, LGBTQ+, low-income, and Indigenous communities.
- Broad knowledge of resources and services in the area, specifically East Vancouver.
- Broad knowledge of other health disciplines and their role in health care.
- Ability to modify counseling approach according to patients' needs, economic status and life styles and sensitive patient needs.
- Ability to communicate effectively, both verbally and in writing, with professionals, patients and community groups, and handles conflict appropriately.
- Ability to function and work cooperatively as a member of an interdisciplinary team and with members of the community.
- Develop, implement and evaluate psycho-educational support groups and workshops.
- Handles conflict appropriately.
- Literate in Microsoft Office Suite and basic computer skills.
- Ability to speak more than one language an asset.