



Job Description: Social Worker for the OAP Urgent Response Service

Reporting Relationship:

The Social Worker in the Ontario Autism Program's (OAP) Urgent Response Service (URS) reports to the Clinical Manager of Autism Services.

Summary of Role:

The URS Social Worker provides professional and confidential services through the Urgent Response Service as part of an internal and external interdisciplinary team. The position works with children and youth with high-risk behaviours to address challenges through a process of assessment, treatment and evaluation to improve psychosocial and social functioning. The Social Worker contributes clinical recommendations towards the interdisciplinary treatment goals, provides brief counseling to children and youth involved in the URS program, and offers supportive coaching/resilience-building to their caregivers.

The Social Worker demonstrates a strong understanding of social, health, and educational interdisciplinary services and coordination. They offer their expertise to the URS Coordinators in collaborative problem-solving and monitoring of the clinical treatment plans. The Social Worker may provide brief clinical consultation beyond their caseload, as needed.

The position will support Contact Brant's role as the regional Lead Organization for the Ontario Autism Program's Urgent Response Service through collaborative work with partner organizations. The Social Worker uses a family centred approach; focuses on strengths; demonstrates the agency's stated values and service principles; and supports cross-sectoral planning around the unique needs of each child, youth and family.

Hours of Work:

The URS Social Worker manages a 37.5-hour workweek, with flexible scheduling expected to meet the needs of clients and the organization.

Qualifications:

1. Master of Social Work or Master of Psychotherapy, with registration in good standing with OCSWSSW or CRPO.
2. Five years' clinical experience in the child/youth service system, with proven skills in service coordination, understanding of brief services, and expertise in dual diagnosis with knowledge of Autism Spectrum Disorder (ASD).
3. Asset: Lived Experience (caregiver - Autism), bilingual, Indigenous, 2SLGBTQ+, or a visible minority.

Conditions of Employment:

1. An acceptable police record check as a condition of hire and every 3 years thereafter, as well as an Offence Declaration in the alternate years.
2. Valid Ontario driver's licence with a reliable automobile and sufficient insurance for use on company business.

Competencies

In all activities, the following competencies will be displayed:

1. *Clinical Judgement* – Use ethical and professional practice including evidence-based practices and decision-making; examine the situation by gathering information; consider relevant values of the client, community, the organization, and yourself; reflect on the College Code of Ethics and Standards of Practice; hypothesize possible options, their consequences, and consult with others to choose an action to implement the plan of support; use professional judgement to advocate. Maintain an expert understanding on ASD and other issues impacting children/youth to inform and support the development and delivery of a strong interdisciplinary intervention plan.
2. *Collaboration* - Strong interpersonal skills in the areas of facilitation, collaboration and mediation that support the development and maintenance of good working relationships; a collaborative approach that solicits input from others and cultivates teamwork; interdisciplinary coordination that promotes and optimizes the health and well-being of the child/youth/family.
3. *Service Navigation* - Support clients to navigate health, education and social systems, demonstrating respect and family-centered practice; be responsive to the clients' needs.
4. *Judgement and Accountability* - Learn from mistakes; weigh costs, benefits, and risks; respond to time-sensitive information; make sound judgments to plan and coordinate services; and ensure follow-up and communication.
5. *Facilitative Decision-Making and Problem Solving* - Ask questions, probe for answers, and work to build consensus while recognizing the right problems to work on in a focused and positive manner; work with each family's network to identify and address successes, disparities and barriers.
6. *Communication* – Strong communication skills (written, oral, listening and non-verbal); engage in positive, productive, and proactive conversations that support access to information and planning.
7. *Role Modeling* - Champion the principles and practices of inclusion and equity; lead by example; share expertise and act as a resource to others.
8. *Implementation* - Determine appropriate processes to get things done with sufficient attention to detail to ensure a high level of accuracy and timeliness; strong organizational skills; the highest professional and confidentiality standards; ability to work independently and participate as a team member; flexibility and a sense of humour; ability to multi-task and manage competing priorities with sound judgment and professionalism.
9. *Continuously Learning* - Is an active learner in line with College expectations, remaining current with emerging social work practices; actively engages in self-review and evaluation of their practice; maintains knowledge of relevant legislation; participates in learning opportunities relating to program area; identifies professional and personal areas for growth; applies newly acquired knowledge in service delivery.

Responsibilities:

1. Interdisciplinary approach

- Use clinical judgement to assess, analyze and contribute towards the interdisciplinary recommendations for treatment goals in the URS Plan.
- Facilitate the active participation of the child/youth/family in the development of an interagency and inter-professional URS plan that addresses the targeted behaviour.

- Provide leadership in the development and maintenance of a wraparound team-based approach throughout service.
- Ensure the coordination of URS with existing services and support to ensure the transition of knowledge prior to the end of the URS.
- Actively participate in case planning with the URS Coordinator, family and relevant providers to coordinate the plan and services to date, address issues, and refine the delivery of the Urgent Response Service elements through collaborative problem-solving.
- Champion the interdisciplinary service approach and coordination across social, health, and education.
- Promote mental health awareness and education among clients, co-workers, and the URS stakeholders.
- Support services being effective, well-coordinated, family-centered and responsive to the child or youth's needs.
- Offer social work expertise to the URS Team in collaborative problem-solving and monitoring of the URS plans in collaboration with the family and relevant service providers.
- Resilient and collaborative practitioner able to be flexible and adaptable in complex decision-making.
- Provide brief clinical consultation beyond caseload, when needed.
- Actively participate in the Community of Practice for URS clinicians.

2. Individual treatment

- Through a process of strength-based assessment, goal formulation and treatment planning, provide brief counseling support to improve psychosocial and social functioning; monitor progress and adjust treatments as necessary to ensure the highest standard of care.
- Establish effective therapeutic relationships with children and youth on your caseload; provide supportive coaching, with a focus on building resilience, for caregivers.
- Be knowledgeable and available to discuss the family's concerns, if applicable, regarding their URS plan and services.
- Use clinical measures, data collection, and analysis to improve individual and program service for those with complex needs.
- Work collaboratively with services and support to ensure transitions for families are as smooth as possible.
- Assist with ensuring formal evaluation and data is gathered to understand the impact of the URS intervention for each child/youth as well as the program.

3. Professional Expectations:

- Represent Contact Brant in a professional manner at all times by maintaining professional and ethical conduct and behaviour; exhibit stated agency values.
- Adhere to agency Policies and Procedures as well as Service Principles.
- Fulfill all requirements of client record keeping in a timely manner and document data required by the Ministry.

- Respect the role as a health information custodian – fully understand privacy legislation; ensure informed consents are received from clients and information is only disclosed to those for the purposes intended.
- Be familiar and cognizant of existing and new resources and information pertinent to the field of children/youth with special needs and the service systems, especially across the Hamilton-Niagara Region.
- Demonstrate strong communication skills. Communicate concisely, clearly and in a manner that is appropriate for the listener; provide written reports in a writing style appropriate for the reader; use reflective listening skills; and use non-verbal communication that is compatible with the message being conveyed.
- Support quality assurance by regularly requesting and receiving client feedback as well as implementing evaluation strategies to assess the service impact.
- Identify gaps and needs in the service system to support planning and improving services offered in the community.
- Promote Contact Brant through presentations, participation in events, and committee membership.
- Act as a liaison in the community at large through development of good working relationships with external colleagues and organizations.
- Promote effective teamwork through daily interactions with co-workers and participation in staff meetings.
- Facilitate working relationships with providers in child/youth services, the health and education sectors in order to enable their regular contribution into service delivery and planning.
- Develop and foster effective working relationships with clients, cross-sectoral service providers, schools, other URS Lead Organizations, and other community stakeholders to facilitate effective coordination of services for each client.
- Work with community partners to develop interagency processes that support transparent, seamless, effective and efficient delivery of client services.
- Respond promptly to issues and feedback identified.
- Keep the Clinical Manager of Autism Services abreast of issues related to caseload as well as matters that could impact Contact Brant, both operationally and strategically.

The URS Social Worker is an integral member of the Contact Brant team. It is expected that the URS Social Worker will contribute to problem solving with regards to improving services, efficiency and effectiveness of the organization.

This job description may evolve with the changing operational requirements of Contact Brant. With this in mind, the position is not limited to the duties outlined above.

Urgent Response Service Social Worker

Date