



POSITION DESCRIPTION

Position Title:	Health and Social Service Worker
Department:	Mental Health & Addictions – Mobile Withdrawal Management Services
Classification:	Community Addictions Worker
Union:	MGEU Professional Technical
Approved by:	Regional Lead – Community & Continuing Care
Date approved:	November 21, 2024

REPORTING RELATIONSHIPS

Position reports to: Manager, Health Services – Mental Health & Addictions and Health and Social Service Coordinator

Positions supervised: None

POSITION PURPOSE

The Mobile Withdrawal Management Service (MWMS) is a program offered in Southern Health-Santé Sud (SH-SS) where the team will provide medically supported, non-residential withdrawal services and stabilization supports to clients. The program is for individuals 16 years and older for a period of 30 days.

The Health and Social Service Worker, (HSSW) works within the guidance of the Manager and Health and Social Service Coordinator, (HSSC) to provide assessment for a client's physical and psychological status during intoxication, withdrawal and stabilization. This role includes the responsibility of supporting client care and services in accordance with Southern Health-Santé Suds' Community Mental Health & Addictions program goals and service delivery models. Responsibilities include applying advanced clinical judgement, evidenced based practices, continuous quality improvement while enhancing client access and navigation to services, monitoring program indicators, client flow and desired outcomes. The incumbent will work as part of an interdisciplinary team to respond effectively to clients and families, within a recovery oriented care approach, achieve continuous growth and engage in critical thinking. The Health and Social Service Worker will have the capacity to work in other program areas as required in the community-providing intake and assessment, individual counselling, referrals, case management, group counselling and educational sessions to both the addictions team and RAAM clinic, including cross coverage of both.

The incumbent exercises the appropriate level of initiative and independent judgment in determining work priorities, work methods to be employed and action to be taken on unusual matters. The position functions in a manner that is consistent with the mission, vision and values; and the policies of Southern Health-Santé Sud.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

Duties and functions include but are not limited to the following:

- Adheres to all Southern Health-Santé Sud and Mental Health and Addiction program policies, procedures and guidelines and ensures that program goals and standards of care are met.
- Liaise with community resources and service organizations including developing and providing public education and training.
- Ability to work collaboratively with others within established partnerships and client support systems.
- Travel on a daily/weekly basis throughout the region meeting with program clients and providing direct care support to both clients and team.
- Support client wellness and recovery within a collaborative team approach.
- Perform client admission and discharge and monitor and document changes in client status and report any changes to designated nursing staff as required.
- Perform program intake and participates in the program intake review process.
- Interview clients and identify needs, assists clients to determine appropriate services, facilitates referrals and linkages to identified supports, community resources and participates in case planning with client and Team.
- Provide individual and group counselling in the community.
- Provide coverage to both the community addiction team and RAAM counsellor
- Documents appropriately in the client's electronic medical record as per SH-SS policy.
- Contributes to making the organization safe for patients, residents, clients and staff, and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.
- Pursuant to the Regional Health Authority Act, Southern Health-Santé Sud is designated bilingual (English/French). Accordingly, all employees accept responsibility to support clients in their official language of choice.
- Performs other duties as assigned.

Responsibilities and accountabilities are assigned in broad organizational objectives. The position is subject to review of general effectiveness and attainment of objectives through performance measurements.

PERFORMANCE MEASUREMENTS

1. Successful completion of probation.
2. Biannual performance conversation.
3. Works within established guidelines and competencies as evidenced by reviews and audits.
4. Performance is measured against ability to carry out requirements of this position description.
5. Adheres to Professional Standards of Practice and Code of Ethics.
6. Practice is congruent with Southern Health-Santé Sud core values, strategic plan, policies, and procedures.

QUALIFICATIONS

Education/Certification:

- Core Addiction Practices certificate or have an equivalent education and training in substance use.
- Undergraduate degree in the social sciences or other equivalent experience with at least two (2) years direct counselling experience.
- Applied Counselling Certificate considered an asset.
- Thorough understanding of issues related to addictions.
- Certificate in Applied Suicide Intervention Skills Training (ASIST).

Knowledge required:

- Knowledge of Addictions based medicine strategies including working knowledge and experience in Opioid Agonist Therapy, (OAT).
- Knowledge of the bio-psychosocial and spiritual model of care and best practices for co-occurring disorder including stages of change, harm reduction approaches, motivational interviewing and hope-inducing strategies.
- Knowledge of recovery principles in the treatment of substance use disorders.
- Knowledge and understanding of co-occurring mental health and substance use disorders.
- Knowledge of mental health self-help and client and family engagement in mental health treatment.
- Knowledge of community, mental health and substance use system resources to enable the transfer care of clients to alternate services as required based on client's clinical needs.
- Knowledge of the complexities of clinical work and various client populations, as well as the issues faced by caregivers and other service systems.
- Knowledge of relevant legislation and standards in Manitoba i.e. Personal Health Information Act, Mental Health Act and others as specified by Southern Health-Santé Sud and program area.
- Proficiency with MS Office suite of programs and other technological applications (i.e. telehealth, and virtual platforms).

Experience required:

- Minimum of two (2) years' experience working in substance use and mental health which may include working with clients with complex needs, substance use/dependence and complex behaviours in the last five (5) years.
- Thorough understanding of issues related to addictions.
- Team leadership experience and the ability to create a space where all opinions are valued and people are free to share.
- Other suitable combinations of education and experience may be considered.

Skills/Competencies/Conditions of employment:

- Demonstrated ability to work with clients and their families with serious and persistent substance use, mental disorders or both.
- Demonstrated ability to problem solve in complex situations and effectively manage rapidly changing situations with strong decision-making abilities.
- Demonstrated ability to participate in a high volume of daily/weekly travel throughout the region.
- Demonstrated competence in risk and clinical assessment.
- Demonstrated written and oral communication skills.
- Demonstrated computer literacy in software programs.
- Demonstrated ability to prioritize in a changing environment.
- Demonstrated ability to work collaboratively within a multi-disciplinary team and across service sectors.
- Given the cultural diversity of our region, the ability to respect and promote a culturally diverse population is required.
- Proficiency of both official languages is essential for target and designated bilingual positions
- Demonstrated ability to respect confidentiality including paper, electronic formats and other mediums.
- Demonstrated ability to meet the physical and mental demands of the job.
- Good work and attendance record.
- Completes and maintains a satisfactory Criminal Record Check, Vulnerable Sector Search, Adult Abuse Registry Check and Child Abuse Registry Check, as appropriate.
- All Health Care Workers are required to be immunized as a condition of employment in accordance with Southern Health-Santé Sud policy.
- Requires a valid Class 5 driver's license, an all purpose insured vehicle and liability insurance of at least \$1,000,000.

WORK CONDITIONS

- No hazardous or significantly unpleasant conditions.
- May work occasionally evenings and weekends as necessary.
- Will be required to travel to other regional facilities as the position duties may require.

SALARY SCALE

As per MGEU Professional Technical Collective Agreement.

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.