

## Social Worker

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### **DEFINITION**

This is generalist professional social work practice, providing a wide range of community development and other preventive social services in a multidisciplinary team environment.

Work involves the application of professional knowledge and skills in preventive social services, community development, group programming, program development, program analysis, integrated community services, assessment & counselling and public education. Work involves collaboration and partnership with diverse community groups.

Independent judgement is exercised to identify social problems, to work with community groups to address their social concerns; to identify ways for community groups to provide social services and to identify methods of delivery for those services. Work requires interaction with community groups, other agencies or government departments, requiring skills so as to effectively represent the Department/Branch during such consultations or negotiations around service delivery.

Employees exercise consultation and practice leadership with other staff in community work related to improving and expanding programs and services to the community. Employees are expected to exercise considerable initiative in providing assistance to clientele with intensive and complex problems.

Matters of policy or unusually complex problems are discussed with a superior. Work is reviewed through consultation, the review of reports and the evaluation of results.

### **TYPICAL DUTIES \***

Support Community Building - Identify community issues. Facilitate community based needs assessment. Build & maintain partnerships. Guide groups through problem solving processes. Assist groups with initiation & maintenance of their not-for-profit status.

Build Community Capacity - Identify inequality/oppression related to race, gender, class, disability, age etc. Recognise community strengths. Facilitate organisational development. Facilitate groups. Apply understanding of group dynamics. Develop business plans. Identify funding sources. Develop Board and staff training materials. Identify community skills gap.

Develop Community Initiatives - Apply needs assessment skills. Facilitate community driven research initiatives. Lead focus groups. Identify change strategies. Develop strategic options for specific issues. Develop community enterprises

Co-ordinate Community Response - Identify gaps in social services in order to enhance effectiveness of client and community. Work with staff, families, clients and service providers to facilitate and enhance system response to citizen needs. Evaluate social service programs and their implementation. Encourage groups to co-ordinate with other providers. Identify impact of social and economic systems.

Integrate governance models - Prepare appropriate governance options. Assist with the definition of roles and responsibilities of Boards. Promote Board participation and effectiveness. Define ways governance can support the community.

Assist Groups with Funding - Research funding sources. Study and interpret grant criteria. Refer groups to appropriate funding sources. Support groups in completion of grant application process.

Plan and deliver direct social programs - Conduct program needs assessment including interpretation of statistics and demographics. Establish criteria for program evaluation. Assist in the development and implementation of program monitoring, performance evaluation & evaluation tools.

Assess previous programs offered. Select alternative programs. Identify and collaborate with appropriate co-sponsors. Co-ordinate program child-care and volunteers. Develop strategies to promote programs. Obtain program facility and supplies. Monitor program delivery. Develop outreach materials and forms.

Conduct Assessment - Identify resources so that referral information is available. Evaluate and assess problems. Provide information and referral. Evaluate capacities for social and financial means e.g. fees reductions.

Undertake crisis intervention - Assess personal and family crisis. Refer individuals and families to appropriate services. Encourage victims of family violence to assist with prosecution. Initiate requests to obtain protection for victims of family violence. Link victims to protective services. Intervene and/or mediate in conflict.

Help individuals and families - Accept referrals and interviews clients. Conduct individual counselling. Provide interpretation of problems and behaviour and recommend alternatives. Identify and analyse clients' need for services using priorities, exploring alternatives and working with clients to develop plans for resolving problems. Mediate to meet client needs. Support victims of family violence to build safety plans. Assist individuals and families to establish a responsible and balanced living environment. Counsel clients so that they are better able to cope with problems by instructing, coaching, modelling, providing feedback and assisting with problem solving. Assist clients in carrying out problem solving activities directed toward resolving issues e.g. family violence, housing, money management, healthcare and employment issues. Assist families towards the goal of self-help. Take action to eliminate or reduce endangerment. Provide information to clients about resources in the community and assist clients in selecting and utilising resources. Conduct outreach activities. Intervene and/or mediate conflicts.

Advocate - Identify inequality/oppression related to race, gender, class, disability, age etc. Identify liberating social and economic systems. Support client/community self-advocacy. Advocate on behalf of clients/communities unable to do so themselves.

Facilitate public participation - Identify intended outcomes of project requiring public participation. Identify information being sought from the public and information to be presented so that the public will understand the project. Identify information needs and public participation methods. Communicate with stakeholders to let them know how their input was considered and used. Measure the effectiveness of the public participation process.

Provide public education - Develop public education materials and curriculum. Implement public education programs. Present public education materials to the target audience. Evaluate effectiveness of public education programs.

Manage department volunteers - Recruit volunteers. Train volunteers. Provide suitable placement. Supervise and evaluate volunteers. Recognise volunteer contributions.

Understand the reality of the environment - Adapt to local culture. Perform situational analysis/environmental scans. Evaluate public policy. Understand political climate (big and small politics). Develop self awareness and awareness of own biases. Identify the community. Take direction from the community. Learn from community members. Gain sense of complexity and diversity of community. Define and respect community values. Balance task and process. Identify those who are not involved. Respond to the issues that exclude people. Promote inclusiveness. Learn to give up control.

Contribute to professional learning and development - Consult with peers to improve service and increase competency of self and others. Assist in the orientation of colleagues. Guide, counsel and mentor social work professionals and students so that work performed meets standards and professional growth is enhanced. Assemble, disseminate and apply information on social issues and services. Identify and apply informal training opportunities.

Perform administrative activities - Analyse and comment on policy documents and reports. Develop, implement and monitor service improvement projects. Provide input and recommend revisions to policies. Develop and review objectives and work plans. Attend department meetings and committees. Document assessments, services rendered, client outcomes, so that records are accurate and adequate.

### **KNOWLEDGE, ABILITIES AND SKILLS**

Thorough knowledge of professional social work principles, techniques, practices and methodology; knowledge of individual and group dynamics, community organisation/community development; understanding of principles of administration and styles of supervision.

Considerable knowledge of the basic principles of economics, sociology, psychology, political sciences, gerontology and other social sciences.

Considerable knowledge of current social, consumer, economic, political trends, health issues and of community resources in the fields of social services, health, education, employment and recreation.

Knowledge of current literature, trends and developments in the field of social work, social policy, psychology and sociology and other social sciences.

Knowledge of public processes.

Ability to understand, accept and respect the needs and rights of others and to work with all people who require the assistance of Edmonton Community Services.

Ability to conduct effective interviews and establish good rapport with clients.

Ability to facilitate and animate community processes.

Ability to plan, lead and develop community involvement.

Ability to develop work load plans and manage workloads.

Ability to operate within multidisciplinary teams and partnerships.

Effective communication skills to develop intervention plans appropriate to the client's needs.

Ability to provide leadership and supervision of students or temporary personnel.

Ability to develop and prepare comprehensive case histories and reports and to undertake social research as required.

Ability to express ideas effectively, orally and in writing. Write reports, proposals, brochures, web bulletins, newsletters and press releases. Make/create presentations.

Ability to apply strategic planning principles.

Ability to negotiate and represent the Department effectively with other agencies or government departments.

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Ability to utilise technology and match it with the purpose/needs. Use word-processing, spreadsheets and databases, geographic information systems (spatial analysis), internet and web based applications, and PowerPoint/ presentation software.

### **TRAINING AND EXPERIENCE REQUIREMENTS**

#### Job Level

Completion of a Bachelor's degree in Social Work, plus a minimum of three (3) years of professional experience in the provision of social services, involving individual/group programs, family counselling, and organisational and/or community development work.

Must be registered with the Alberta College of Social Workers.

\* *This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.*

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Salary Plan	<u>21M</u>	<u>21A</u>	<u>21B</u>	<u>21C</u>
Job Code	1843		1844	
Last Updated:	2003/07			
Previous Updates:	1986/02, 1983/09, 1981/05			
Originated:	1975/12			