
FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

Job Family: Patient Care

Class Series: Social Service Assistants

Grid: 30

Class Title: Social Service Assistant II

I. Level Definition

Positions at this level complete patient/resident assessments and provide related counselling.

II. Typical Duties

- (1) Interviews patients with social and/or emotional problems in order to identify problems and needs; obtains additional information as required from a variety of sources such as family and nursing staff.
- (2) Assesses problems by consulting with a variety of resource areas such as occupational therapy, social worker, family and nursing/medical staff to identify patient's needs and sets up treatment plan.
- (3) Performs therapeutic counselling, utilizing a variety of techniques such as one-on-one, group and family counselling.
- (4) Reviews patient's progress and modifies treatment plan as required.
- (5) Assigns tasks to designated staff and provides related training and orientation.
- (6) Schedules work assignments and provides direction to designated volunteers.
- (7) Performs other related duties as assigned.

III. Qualifications

(1) Education, Training and Experience

Graduation from a recognized degree program in Social Science plus one year's recent, related experience or an equivalent combination of education, training and experience.

(2) Skills and Abilities

- (i) Ability to communicate effectively both verbally and in writing.
- (ii) Ability to deal with others effectively.
- (iii) Physical ability to carry out the duties of the position.
- (iv) Ability to organize work.
- (v) Ability to operate related equipment.