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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**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.