
FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

Job Family: Patient Care

Class Series: Social Service Assistants

Grid: 22

Class Title: Social Service Assistant I

I. Level Definition

Under the general supervision of a senior position such as Social Worker, Registered Nurse or Social Service Assistant III, positions at this level provide support services in the admission and discharge of patients/residents/clients and provide on-going social services.

II. Typical Duties

1. Interviews patients/residents/clients having financial and/or social difficulties, obtains additional information as required from a variety of sources such as family and nursing staff, refers patients/residents/clients and/or family to a Social Worker and/or other appropriate community resources as required.
2. Provides support services in the admission and discharge of patients/residents/clients such as providing orientation to the facility/program and its services, arranging for placement in alternative facilities/programs, arranging in-home assistance, advising families and community agencies of the discharge and making travel and other arrangements.
3. Provides practical services to patients/residents/clients such as transportation, escort or appointment arrangement, completing registration forms for community activities and obtaining the necessary consent; supports and assists patients/residents/clients to identify additional needs.
4. Co-ordinates patient's/resident's/client's financial arrangements, including bank deposits, comfort allowances, collecting co-insurance charges and updating medical plans.
5. Responds to general inquiries, refers callers to internal and external resources such as health teams, physicians, community and government agencies.
6. Completes and maintains related records and reports such as checklists, housing applications, and statistics.
7. Performs other related duties as assigned.

III. Qualifications

(1) Education, Training and Experience

Graduation from a recognized Social Services Worker certificate program 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.