



CLASSIFICATION STANDARD

SOCIAL WORK

SCIENTIFIC AND PROFESSIONAL CATEGORY

CLASSIFICATION STANDARD

SOCIAL WORK

Scientific and professional category

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Classification Standard

Social Work

RECORD OF AMENDMENTS

Amendment No.	Date	Inserted by	Remarks
1	October 1976	T.B. Min. 742279	Revisions to the Chaplain Sub-Group
2	March 1977	T.B. Min. 743610	Pages 50, 54, 59, 62, 67, 70, 75 and 78 revised in the Social Welfare Sub-Group
3	January 1990	T.B.	Bench-mark Position Descriptions for the Chaplain Sub-Group removed. Bench-mark position descriptions for the Social Welfare Sub-Group updated.

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INTRODUCTION

This occupational group contains two sub-groups.

1. Chaplain Sub-group - includes chaplain positions in hospitals and correctional institutions and staff advisors. The level description method of job evaluation is used to evaluate positions allocated to this sub-group.
2. Social Work Sub-group - includes positions of caseworkers, supervisors, advisors and administrators in the social work field. The point-rating method of job evaluation is used to evaluate positions allocated to this sub-group.

CATEGORY DEFINITION

Occupational categories were repealed by the Public Service Reform Act (PSRA), effective April 1, 1993. Therefore, the occupational category definitions have been deleted from the classification standards.

GROUP DEFINITION

For occupational group allocation, it is recommended that you use the [Occupational Group Definition Maps](#), which provide the 1999 group definition and their corresponding inclusion and exclusion statements. The maps explicitly link the relevant parts of the overall 1999 occupational group definition to each classification standard.

EVALUATION PLAN

SOCI AL WORK GROUP

CHAPLAI N SUB-GROUP

INTRODUCTION

This standard describes the classification plan used to determine the relative difficulty of jobs allocated to the Chaplain Sub-Group. It consists of an introduction, definitions of the Sub-Group and level descriptions.

The level description method is used to classify jobs allocated to the Chaplain Sub-Group. Each of the levels in the classification plan is described in terms of the primary features used to assign Jobs to the level. Jobs are regarded as being of equal difficulty and are assigned to the same level when the duties and responsibilities best correspond, on the whole, with the description of that level.

Use of the Standard

Three steps are to be followed in applying this classification standard.

1. The position description is studied to ensure understanding of the position as a whole. The relation of the position being evaluated to positions above and below it in the organization is also studied.
2. The allocation of the position to the category and group is confirmed by reference to the definitions and the descriptions of inclusions and exclusions.
3. The position is tentatively assigned to a level by comparing the duties and responsibilities of the position with the level descriptions. The position is tentatively assigned to that level that best corresponds on the whole with the duties and responsibilities of the position.

Sub-Group: Chaplain

SUB-GROUP DEFINITION

The identification and assessment of individual and group religious and spiritual needs; the provision of advice and counseling service to patients and inmates. The conducting of divine services and religious exercises; the provision of spiritual consolidation to hospital patients; the organization of inmate programs in collaboration with the social development staff and members of outside communities; the provision of religious education to patients, inmates and staff; the arranging for material assistance for patients and inmates during periods of adjustment and rehabilitation; the provision of training and assessment programs directed towards the development of clinical pastoral education; the planning, organizing and coordination of chaplaincy activities on regional and national bases.

Inclusion

Positions included in the subgroup are those that involve the performance of chaplaincy duties.

LEVEL DESCRIPTIONLevel 1

This level includes those positions whose duties include the conducting of divine services and religious exercises for, and providing pastoral counseling to, hospital patients. In addition, the work requires the provision of advice and assistance to the patients' families.

Level 2

This level includes positions whose duties include the provision or the coordination of pastoral counseling and assistance to inmates and their families and to the staff of the institutions; the implementation of religious rehabilitation programs; the communicating of offender needs to the community and of the role of the institution and the public in helping inmates reenter the community.

Level 3

This level includes positions whose duties include the regional coordination of spiritual programs and activities; the provision of consultation, administration, pastoral planning and liaison services; the integration of chaplaincy services between the institution and the community; the development and coordination of religious programs and the monitoring of the needs of the inmate populations; the assessing of training needs and the facilitation of training programs for the region; the representation of the chaplaincy service at conferences, seminars, etc.

Soci al Work
Sub-Group: Soci al Wel fare

EVALUATION PLAN

SOCI AL WORK

GROUP SOCI AL WELFARE SUB-GROUP

INTRODUCTION

The classification standard for the Social Welfare Sub-group is a point-rating plan consisting of an introduction, definition of the sub-group, rating scales and bench-mark position descriptions.

Point rating is an analytical, quantitative method of determining the relative values of jobs. Point-rating plans define characteristics of factors common to the jobs being evaluated, define degrees of each factor and allocate point values to each degree. The total value determined for each job is the sum of the point values assigned by the raters.

All methods of job evaluation require the exercise of judgment and the orderly collection and analysis of information in order that consistent judgments can be made. The point-rating method facilitates rational discussion and resolution of differences in determining the relative values of jobs.

Factors

The combined factors do not describe all aspects of jobs. They deal only with those characteristics that can be defined and distinguished and that are useful in determining the relative worth of jobs.

Three factors are used in this plan. One of the factors is two-dimensional and has been defined in terms of two related elements.

Factor Weighting and Point Distribution

The weighting of each factor reflects its relative importance. Similarly, points are distributed to the factors or elements in an arithmetic progression.

Rating Scales

In the rating plan the following factors, factor, weights and point values are used.

Factors	Factor Weights	Point	Values
		Minimum	Maximum
Knowledge	30%	60	300
Professional Responsibility	40%	80	400
Requirement for Initiative and Judgment Impact of Activities			
Administrative Responsibility	30%	60	300
	100	200	1,000

Bench-mark Positions

Bench-mark position descriptions are used to exemplify degrees of factors. Each description consists of a list of the principal duties with the percentage of time devoted to each, and specifications describing the degree of each factor to which the position is rated. The bench-mark positions have been evaluated, and the degree and point values assigned for each factor are shown in the specifications.

The rating scales identify the bench-mark position descriptions that exemplify each degree. These descriptions are an integral part of the point-rating plan and are used to ensure consistency in applying the rating scales.

Use of the Standard

There are six steps in the application of this classification standard.

1. The position description is studied to ensure understanding of the position as a whole. The relation of the position being rated to the positions above and below it in the organization is also studied.
2. Allocation of the position to the category, group and sub-group is confirmed by reference to the definitions and the descriptions of inclusions and exclusions.
3. Tentative degrees of each factor in the position being rated are determined by comparison with degree definitions in the rating scales. Uniform application of degree definitions requires frequent reference to the descriptions of factors and the notes to raters.
4. The description of the factor in each of the bench-mark positions exemplifying the degree tentatively established is compared with the description of the factor in the position being rated. Comparisons are also made with descriptions of the factor in bench-mark positions for the degrees above and below the one tentatively established.
5. The point values for all factors are added to determine the tentative total point rating.
6. The position being rated is compared as a whole with positions to which similar total point values have been assigned, as a check on the validity of the total rating.

Determination of Levels

The ultimate objective of job evaluation is the determination of the relative values of jobs in each occupational group and sub-group. Jobs that fall within a designated range of point values will be regarded as of equal difficulty and will be allocated to the same level.

Level and Level Boundaries

1	200 - 300
2	301 - 450
3	451 - 600
4	601 - 750
5	751 - 900

SUB-GROUP DEFINITION

The promotion of individual, group and community welfare through the identification and assessment of social needs, and the planning, development and conduct of social welfare programs and social work services with the object of lessening, removing or preventing the physical, emotional and material problems of individuals, families or groups; the provision of advice.

Inclusions

Positions included in the group are those that require the application of a comprehensive knowledge of social work.

RATING SCALESFACTOR WEIGHTS

Knowl edge	300
Professi onal Responsi bi l i ty	400
Admi ni strati ve Responsi bi l i ty	300
	1,000

KNOWLEDGE

This factor is used to measure the difficulty of the work in terms of the knowledge required to perform the duties of the position.

Definitions

"Knowledge" refers to the understanding of the nature of the social development process and social work principles, concepts, practices and techniques. Knowledge also refers to the understanding of departmental objectives, administrative practices, legislation and regulations required to perform the duties of the position.

Notes to Raters

Knowledge is normally acquired by combinations of formal postgraduate training, on-the-job training, in-service training, continuing study of professional literature and experience in related and progressively more responsible jobs.

The degrees of the Knowledge factor are illustrated by bench-mark position descriptions. In applying the standard, the degree of the factor tentatively selected is to be confirmed by comparing the duties of the position being rated with the duties and specification of the bench-mark positions.

RATING SCALE - KNOWLEDGE

Degree of Knowledge	Points	No.	Bench-mark Position Descriptions	Page
1	60	2 6	Psychiatric Social Worker/Consultant Social Caseworker	2.2 6.2
2	100	1	District Social Worker	1.2
3	140	5	Chief, Social Services	5.2
4	180	8	Manager, Band Services	8.2
5	220	3	Senior Policy Advisor	3.2
6	260			
		I		
7	300			

PROFESSIONAL RESPONSIBILITY

This factor is used to measure the difficulty of the work in terms of the requirement for exercising initiative and judgment in the application of professional methods and techniques, and the impact of the incumbent's activities.

Definitions

"Professional methods and techniques" refers to those methods and techniques used to analyze social situations and to develop plans through which the behavior patterns of individuals, groups or communities can be altered, and to formulate plans or proposals through which the social welfare objectives of the department may be realized.

"Initiative and judgment" refers to the requirement to select, modify and apply professional methods and techniques appropriate to the peculiarities of a given situation, and to exercise imagination in their application.

"Impact of activities" refers to the importance of the activities in terms of their effect on individuals, communities, and regional, provincial, national and international social welfare agencies. It also refers to the significance of precedents that are established.

"Program" refers to a general plan designed to achieve the objectives determined by departments or agencies to meet the aims and intent of policy.

Notes to Raters

The provision of guidance on administrative matters to persons engaged in implementing social welfare programs and activities is to be considered under the Administrative Responsibility factor.

The three degrees of the Impact of Activities element are illustrated by the bench-mark positions descriptions. Characteristics of the work such as the following are to be considered in determining the tentative degree of this element.

1. The effect of decisions and proposals on individual clients, groups, communities and regional, provincial, national and international social welfare agencies, taking into account the kind and significance of the effect and the number of persons affected.
2. The effect of professional guidance and advice provided by the incumbent of the position to persons engaged in implementing social welfare and assistance programs, taking into account the kind and significance of the effect and the number of persons affected.
3. The extent to which the incumbent is the effective recommending or implementing authority. This is usually related to the level of the position in the organization.
4. The consequence of an error in judgment in making recommendations or decisions.

Any one characteristic is merely a partial indicator of the difficulty and responsibility of the work, and the context within which the work is performed is to be considered.

The degree of the Professional Responsibility factor tentatively selected is confirmed by comparing the duties of the position being rated with the duties and specifications of the bench-mark positions that exemplify the degree tentatively selected.

RATING SCALE - PROFESSIONAL RESPONSIBILITY

Impact of Activities and Degree	Requirement for Initiative		and Judgment and Degree	
	Initiative and judgment are required in selecting, modifying and applying professional methods and techniques and in assessing progress to determine the necessity for alternative courses of action. The work is subject to review to ensure that the results achieved fulfill the needs of the client.	Initiative and judgment are required in reviewing the progress of the social welfare program or activity, identifying problem areas and recommending alternative courses of action to effect solutions to problems. Consultation may be sought on professional aspects of the work.	Initiative and judgment are required in determining the need for changing a significant portion of the program or activity, in developing courses of action to bring about the necessary changes, and in forecasting the effect of proposals on the program or activity. Confirmation of decisions is sought when proposals are thought to have implications for other activities within the social welfare program or for other programs.	Initiative and judgment are required in developing new approaches to the solution of social welfare problems and in establishing ways to implement them. Initiative and judgment are also required in developing major courses of action for which no clear precedents exist and for which it is difficult to forecast the long-term effects. Assistance of superiors is sought when deviations are required from departmental policy or formal agreements to which the department is a party.
	A	B	C	D
1	80 No. 2 6	163 No. 1	246 No. 1.3	329 No. Page
2	115	198 5	281 8 5.2	364 8.3
3	150	233	316 3	400 3.3

ADMINISTRATIVE RESPONSIBILITY

This factor is used to measure the difficulty of the work in terms of the requirement to use financial, material and human resources.

Notes to Raters

The provision of guidance on professional matters to persons engaged in implementing social welfare programs and activities is to be considered under the Professional Responsibility factor.

Characteristics of the work such as the following are to be considered in determining a tentative degree for this factor:

1. The requirement to allocate work, assign staff, assess employee work performance, develop training programs and schedule leave.
2. The requirement to interpret and implement regulations and directives.
3. The responsibility for controlling, coordinating and using departmental resources.
4. The requirement to draft or approve reports that lead to the disbursement of funds or to a change in the cost of welfare or other services provided to clients.
5. The requirement to prepare budgets and control expenditures, develop recommendations for purchased services and shared cost activities, and negotiate financial agreements.

Any one characteristic is only an indication of the difficulty and responsibility of the work, and the whole context within which the work is performed is to be considered.

The degree of the Administrative Responsibility factor tentatively selected is confirmed by comparing the duties of the position being rated with the duties and specifications of the bench-mark positions that exemplify the degree tentatively selected.

RATING SCALE - ADMINISTRATIVE RESPONSIBILITY

Nature of Responsibility and Degree	Points	No.	Bench-mark Position Description	Page
Provides information on the social and economic circumstances of clients that leads to the disbursement of funds within authorized limits, or to a change in the cost of welfare or other services provided clients.	1 60	1 2 6		1.3 2.3 6.3
Approves or recommends the approval of reports made by subordinates on the social and economic circumstances of clients when expenditures of funds will establish precedents or affect related areas of work. Prepares activity budgets. Resolves problems encountered in the day-to-day operation of the organizational unit. Makes recommendations to superiors regarding training and assignment of staff.	2 140	5		5.3
Prepares program and activity budgets and authorizes expenditures for equipment, space, training and staffing. Makes recommendations on the financial resources needed for shared cost or other special welfare activities involving other departments, agencies and private organizations.	3 220	8 3		8.3 3.3
Negotiates agreements to provide financial support to provincial and voluntary agencies engaged in public assistance and welfare services and approves the disbursement of authorized funds. Directs the preparation of budgets and approves the expenditure of funds for equipment, space and staff.	4 300			

APPENDIX

Bench-marks in this appendix are illustrative descriptions that provide raters with guidance in the interpretation and application of the rating plan. They were developed at the time this standard was updated to provide examples of specific job features that illustrate the category, group and, where applicable, sub-group inclusions as well as the various factors and their elements.

BENCH-MARK POSITION DESCRIPTION INDEX

In Ascending Order of Point Values

Descriptive Title	Bench-Mark Position No.	Total Points	Level	Page
Psychiatric Social Worker/Consultant	2	200	1	2.1
Social Caseworker	6	200	1	6.1
District Social Worker	1	323	2	1.1
Chief, Social Worker	5	478	3	5.1
Manager, Band Services	8	681	4	8.1
Senior Policy Advisor	3	756	5	3.1

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 1

Level : 2

Descriptive Title: District Social Worker

Point Rating: 323

Summary

Reporting to the Area Manager, Social Development, plans and organizes the delivery of Child Welfare and Social Assistance Programs and services within the District. Develops and assesses the delivery of Band-administered social assistance programs and provides guidance and assistance to Band Councils, social development and other band staff involved in short and long-term socio-economic planning. Provides casework services to Indian clients and specialized consultation and training services to Band and departmental staff.

Duties

of Time

Plans and organizes the delivery of Child Welfare and Social Assistance Programs within the District by:

50

- monitoring the delivery of Provincial Child Welfare services to Reserves in the District and determining if the physical, social and cultural needs of the children and their families are being addressed;
- planning actions, in conjunction with Provincial Authorities, in response to community concerns about the services and methods of delivery;
- providing advice, guidance and training to members of Band Councils and their staff on topics such as group/foster homes, shelter programs, day-care facilities, family life and education;
- investigating and assessing children with special emotional, mental and physical problems and arranging for the provision of remedial planning and services;
- investigating and assessing the social and financial circumstances of Indians applying for Social Assistance;
- reviewing the availability of federal, provincial, municipal and Band services, verifying claimant's eligibility for such services and establishing casework plans;
- referring clients to public and private agencies providing social assistance services and providing the necessary documentation;
- coordinating the needs of the clients with the programs and services available.

Provides assistance and guidance to Band Councils and staff developing short and long term socio-economic community plans by:

25

- consulting with Band Councils and staff on the planning and implementation of community work projects, training programs and supplementary services;

- consulting with Indian Bands developing programs to prevent social breakdown in areas such as day care, drop-in centres, senior citizen homes, etc.;
- conducting workshops and seminars to coordinate the interest of the Band with those of outside agencies and organizations and developing action plans and delivery services;

Develops and assesses the delivery of Band-administered social assistance programs by: 10

- providing guidance to Band Councils and social development staff and developing their ability to understand and implement Social Assistance programs and services;
- monitoring the application of terms and conditions of local service agreements, of social work principles and of program guidelines;
- developing professional evaluative instruments and following-up and reporting on casework plans.

Provides casework and specialized consultative services to treaty Indians and departmental staff by: 15

- diagnosing client problems and providing therapeutic counseling services to effect behavior modification and rehabilitation;
- providing consultative services to Indian Bands and social service staff involved in determining the extent, nature and etiology of presenting problems and the type of services required;
- conducting training sessions, recruiting resource personnel and material covering such work functions as casework techniques, counseling methods, treatment modalities and community planning and development.

specifications

Degree/
Points

Knowledge

The work requires knowledge of social work theories and practices, of group review and casework methods and of community development planning. These are requirements for knowledge of the political, social, economic and cultural characteristics of Indian Bands and communities and of the needs, problems and aspirations of Indian people in a time of cultural and socio-economic transition. The work requires a knowledge of Federal and Provincial legislation governing the administration of social services, social service agencies and delivery systems and of municipal, Band and private organizations involved in the provision of social services and assistance to treaty Indians. A knowledge of the socio-economic circumstances and opportunities available to an ethnically mixed population is also required to develop or review short and long-term community plans, provide consultation to Band Councils and assess the delivery of Band administered services and programs.

2/100

1.3

Degree/
Points

Professional Responsibility

81/163

The work requires the provision of consultative services and professional advice to Band Councils and Indian people to assist them to understand and alleviate social and behavioral problems and create an awareness of the Federal, Provincial and Municipal social programs. There is a requirement to develop, review and modify plans, and services to suit the requirements of the various Band Councils and communities and professional techniques have to be modified to suit the particular needs of clients and their families. Initiative and judgment are required to analyze the cultural and socio-economic situations of treaty Indians, plan the delivery of social services in the District and assess the delivery of Band administered programs and services. Initiative and judgment are also required when investigating and assessing the problems being experienced by children and those applying for social assistance, in explaining the nature and causes of their problems and in proposing remedies acceptable to the political and cultural realities of the District. Although the Area Manager provides consultative advice and guidance as required, it is not readily available as the work is carried out in the communities away from the District Office. The decisions and assessments made and the advice provided effect the delivery of social services in the District, the socio-economic development of communities and the well being and cultural integrity of individual clients.

Administrative Responsibility

1/60

The work requires the preparing of assessments of Band administered social assistance programs and the writing of reports including the socio-economic circumstances of the Band or community. There is also a requirement to write social histories and case reports indicating the diagnoses, the counseling/therapy provided and the agency or organization to which the client was referred. There are requirements to interpret and implement policies and directives within the District and monitor and report on the administration of programs, the application of social work principles and the implementation of departmental guidelines.

2.1

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 2

Level: 1

Descriptive Title: Psychiatric Social Worker/Consultant

Point Rating: 200

Summary

Reporting to the Chief Psychiatric Social Worker, implements the case management program for the institution, conducts pre-release and social development programs and participates on multi-disciplinary treatment teams. Provides a therapy and consultation service to patients and their families, reviews and monitors the institution's social work quality assurance program and coordinates the institution's public relations and external liaison activities.

Duties

% of Time

Implements the institution's case management program by:

40

- conducting psycho-social assessments of each patient and classifying patients according to departmental criteria;
- identifying the family, community and personal development components of each case and integrating the components into the treatment plan and approach used by the treatment team;
- conducting multi-disciplinary team meetings and preparing condensed reports for consideration by decision-making authorities such as the National Parole Board;
- recommending and implementing treatment and intervention activities as a member of the treatment team;
- compiling and processing temporary absence applications for patients;
- developing a follow-up program for each patient in accordance with the treatment plan;
- conducting staff training/orientation activities relating to case management, standards, procedures and reporting requirements.

Provides a therapy and consultative service to patients and their families by:

40

- serving as a member of the steering/development committee developing, implementing and evaluating program activities;
- planning and conducting therapy modules or treatment approaches and conducting specialized therapy sessions;
- acting as program coordinator when selected by the treatment team;
- planning and coordinating social development and pre-release groups;
- serving on operation assistant teams in crisis situations.

% of Time

Coordinates the public relations and external resource liaison activities by: 15

- recommending to families that they become involved in patient treatment programs;
- ensuring, wherever possible, that support networks are established for patients in the community and that a follow-up schedule is established and maintained;
- acting as a resource person to patients and treatment teams when case management issues are discussed;
- coordinating and conducting orientation/familiarization tours and sessions for approved students and supervising their activities as requested.

Monitors the institution's quality and occupational health and safety programs, reviews behavior and performance against quality standards, informs supervisors of weakness or problem areas and recommends changes or solutions to the Chief. Carries out coordination duties in such areas as transfer, classification or volunteer activities and assumes the responsibilities of a Peace Officer. 5

Specifications

Degree/
Points

Knowledge

The work requires a knowledge of psycho-social work principles and treatments, of casework technique related to the treatment of problems experienced by psychiatric patients in a confined environment and of specialized individual, family and group therapy techniques. A knowledge of community agency services, volunteer organizations, and other services is required to establish and maintain support networks for patients and to coordinate external resource utilization. A knowledge of departmental and institutional policies, programs and procedures is required to coordinate social development, pre-release and other group programs, to monitor quality assurance programs and to coordinate public relations activities. A knowledge of law enforcement is required to act as a Peace Officer and respond to emergency situations. 1/60

Professional Responsibility

The work requires the provision of therapeutic, social development and counseling services to institutionalize patients and their families to assist them to resolve psycho-social problems, to make patients aware of offender patient programs and to enable patients to adjust to life outside the institution. Professional techniques have to be modified to suit the particular situation or needs of the patients and their families and when conducting specialized therapy sessions. Initiatives and judgment are required to determine and explain to patients and their families, the causes of their problems, to develop appropriate treatment plans and approaches and to implement intervention activities. Initiative and judgment are required to classify patients according to psycho social assessments and departmental directives, to compile and process temporary absence applications and to plan pre-release group activities. Assessments made and counseling provided are reviewed to ensure the needs of the patients and their families are fulfilled and professional advice is available from the Chief Psychiatric Worker and members of the treatment teams. A1/80

2.3

Degree/
Points

Administrative Responsibility

The work requires the writing, reviewing, compiling and processing of case management reports and temporary absence applications indicating the diagnoses of patients, the nature of therapy provided and the degree of social development attained. There is a requirement to interpret and implement regulations and directives relating to the treatment and confinement of psychiatric patients and to provide information to the treatment teams and community agencies on the status and socio-economic needs of patients. There is a requirement to coordinate and conduct orientation/familiarization sessions for students and to supervise their activities during visits to the institution.

1/60

3.1

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 3

Level: 5

Descriptive Title: Senior Policy Advisor

Point Rating: 756

Summary

Reporting to the Director, develops and recommends policies, policy options and strategies to advance the social well being of Canadians. Provides policy advice and expertise in specific social fields. Directs the activities of a multi-multidisciplinary team, coordinates the activities of committees, working groups and task forces and represents the Branch or Department in consultations and negotiations with other government departments and levels of government.

Duties

% of Time

Develops and recommends policies, policy options and strategies by:

40

- directing the analysis and evaluation of social policies, legislative programs, social systems and delivery mechanisms of the federal government and those proposed by social agencies and other levels of government;
- determining the comprehensiveness and complementarity of social services to the disadvantaged in relation to family, community, recreational and health care services and assessing their ability to deal with current social issues;
- planning, assigning and coordinating the work of Policy Development Officers, Program Offices and support staff;
- reviewing the analyses and recommendations prepared by the Policy Development Officers, providing policy interpretations, validating conclusions reached and determining the need for further studies;
- prepares briefing notes, options and recommendations relating to policies, programs and proposals for the consideration of senior management and the Minister; and
- plans and directs promotional activities designed to publicize the work of the Branch and to promote social development policies and initiatives.

Provides policy advice and expertise in specific social fields by:

15

- directing the development of a comprehensive body of knowledge on social policies, programs and services in Canada and abroad and advising senior management of recent developments;
- preparing responses, briefing notes and presentations covering policy questions, options and proposals received from departmental officials, other levels of government and the Minister's Office;

- preparing memoranda, evaluative reports and reference material on social issues and policies for senior management; and
- acting as advisor on specific fields of social welfare to the Assistant Deputy Minister and the Deputy Minister.

Directs the activities of the multi-disciplinary team researching, evaluating and developing social policy issues by: 15

- identifying and recommending to the Director the need for new or revised policies;
- determining the nature, scope, duration and information requirements of studies to be undertaken and conducting sample studies in the program areas affected;
- analyzing the findings of the studies, indicating alternative courses of action and the financial, social, political and administrative constraints to be considered; and
- evaluating the performance of team members and consultants, recommending training and disciplinary actions and determining hours of work.

Coordinates the activities of committees, identifies information and research requirements, arranges for participants and contract services and prepares reports, policy analyses, options and program proposals resulting from the work of the committees for senior management and the Minister. 15

Represents the Branch and Department in negotiations and consultations with other government departments and levels of government. Convenes meetings to discuss and analyze specific policies and programs and to develop proposals for improvement. Provides policy interpretations to provincial officials and prepares comparative, analytical and evaluative statements on income assistance and social service programs in Canada and abroad. 15

Specifications Degree/
Points

Knowledge

The work requires a comprehensive knowledge of social development and programming processes, of the legislation, policies and social assistance programs administered by federal and other levels of government and of the interfaces between different government programs to develop and recommend policies, policy options and strategies. A comprehensive knowledge of social welfare principles, concepts and practices and of social welfare/analysis processes for social programs at the regional, provincial and national level is also required to provide advice and expertise in specific social welfare fields. A knowledge of departmental contracting, financial and personnel operations is required to direct the activities of the multi-disciplinary research team and committees conducting social policy evaluation and development. 5/220

3.3

Degree/
Points

Professional Responsibility

The work requires the development of policies, policy options and strategies for federal social assistance and welfare services and the analysis and evaluation of federal and provincial programs. Judgment is required to review analyses and recommendations, validate the conclusions, determine if further studies are needed, evaluate social policies, systems and delivery mechanisms and determine the comprehensiveness of social services for the disadvantaged. Initiative is required to direct the activities of the multi-disciplinary research team, represent the Branch or Department in negotiations with other departments or levels of government, direct promotional activities and develop a comprehensive body of social policy knowledge. Decisions made, recommendations prepared and advice provided affect social welfare programming in all provinces and the nature and extent of improvements to social service programs throughout the country.

C3/316

Administrative Responsibility

The work requires the development of recommendations, policies and strategies for federal participation in social assistance and welfare services in specific areas. There is a requirement to plan, assign and coordinate the work of Policy Development Offices, analyze work performed and provide policy interpretations. The work requires directing the activities of a multi-disciplinary team and various work groups and task forces, determine the nature, scope and duration of studies, evaluate the performance of team members and consultants and recommend training and disciplinary actions. Recommendations developed relating to the extent of federal participation in provincial programs commit federal money under cost sharing agreements.

3/220

5.1

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number:

Level : 3

Descriptive Title: Chief, Social Services

Point Rating: 478

Summary

Reporting to the Director, Professional Services, administers and coordinates the programs, services and activities of the Social Services Department of a 1,000 bed hospital. Plans and supervises the delivery of social work services. Develops programs and services and ensures the professional standards of social work practice are maintained in the care and treatment of patients. Provides social casework services to patients and their families.

Duties

% of Time

Administers and coordinates the programs, services and activities of the Social Services Department of the hospital by:

40

- establishing goals and priorities for Social Services in consultation with the Director;
- assigning social caseworkers to various hospital wards and services, taking into account the particular experience and aptitude of each caseworker;
- planning work schedules and compressed work weeks to accommodate case conferences, ward meetings and rounds, treatment team meetings and lectures held within and outside the hospital and to ensure that continuous service is maintained;
- writing and implementing hospital policies and procedures in conjunction with the Director and Chiefs of other sections to ensure the most effective utilization of social services human resources and to meet the changing needs of patients and hospital requirements;
- preparing and controlling the Social Service budget, compiling monthly and annual reports and statistics and implementing a statistical reporting system for the evaluation and planning of the Social Services Programs.

Plans and supervises the delivery of the hospital's social work services by:

40

- recruiting and selecting professional and clerical staff;
- planning for an adequate period of orientation and conducting consultation sessions for new employees;
- conducting bi-monthly staff meetings to discuss cases, policy formulation, social work standards, patient problems and propose possible solutions;
- supervising the activities of, and assigning work to, clerical staff;

% of Time

- evaluating staff performance, identifying strengths and weaknesses and establishing goals and objectives for the next review period;
- analyzing care management reports and assessing the suitability and adequacy of diagnoses and treatment plans.

Develops programs and services to coincide with Departmental and hospital objectives and programs, in conjunction with the Director and the Heads of other hospital departments, to facilitate the utilization of resources and to ensure the maintenance of professional standards and practices. Establishes and maintains communications with community agencies, professional and interest groups to keep abreast of and understand current social work issues and the availability of community resources to the hospital and the patients. 10

Provides social casework and group therapy services to alcoholics, and for in and out-patients and their families. Co-leads therapy sessions with patients from the medical and psychiatric sections of the hospital. 10

specifications

Degree/
Points

Knowledge

The work requires a thorough knowledge of psycho-geriatric social work principles, casework practices and of the various acts, regulations and policies governing the provision of Social Services to aging veterans and their families to provide professional advice and assistance to caseworkers. A knowledge of Departmental and hospital administration and organization and of financial and personnel practices is required to plan and implement the Social Services program to meet the objectives of the hospital and the needs of the patients. 3/140

Professional Responsibility

The work requires the review of the Social Service program and the requirements of the patients and the writing and implementing of hospital policies and procedures to ensure a continuous and effective service is maintained. Initiative and judgment are required to discuss and review work standards, the problems being experienced by the caseworkers and to propose solutions. Judgment is required to analyze case management reports, to assess the appropriateness of diagnoses and treatment plans and to provide professional advice to caseworkers. Initiative and judgment are also required to establish and maintain professional contacts within the community. The decisions made affect the operation of the Social Services Section, the nature of treatments provided and the rehabilitation and reintegration of patients into society. 82/198

5.3

Degree/
Points

Administrative Responsibility

2/140

The work requires the coordination of the activities of the Section and the implementation of the Social Services program for the hospital. There is a requirement to plan the work schedules, set priorities, assign caseworkers to various hospital departments and programs and to evaluate their performance. There is also a requirement to supervise the clerical staff of the Section. There are requirements to prepare budgets for the Director's approval, to monitor the expenditures of the Section, to compile monthly, annual and statistical reports and implement and maintain a statistical reporting system for evaluation and planning purposes.

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 6
Descriptive Title: Social Caseworker

Level: 1
Point Rating: 200

Summary

Reporting to the Head, Social Services Department within a large extended care psycho-geriatric hospital, coordinates and implements a Social Service program, a counseling and referral service and a discharge planning service for in and out patients. Participates in multidisciplinary treatment teams, provides a palliative service for dying patients and a social service for elderly alcoholic patients and their families.

Duties % of Time

Coordinates and implements a Social Service program by: 55

- providing a preadmission service, interviewing veterans, determining if hospitalization is required and recommending the admission or non-admission of patients to the admissions committee;
- conducting psycho-social evaluations of patients, identifying problems, determining the type of treatment and providing diagnoses and interpretations to medical and psychiatric treatment teams;
- participating in case conferences, ward rounds and team meetings and exchanging information and interpretations of patient behavior with team members;
- providing a social casework service for out patients, consulting with treatment teams, making home visits and interpreting patient behavior to families, owners of foster homes, landlords and treatment teams regarding patients at home or placed in extended care homes;
- integrating patients into Day Care programs, providing professional social input to Day Care treatment teams and recommending appropriate treatment strategies;
- maintaining case files for each patient, activity or treatment and writing social histories and assessments.

Conducts and implements a counseling and referral service by: 25

- determining the patients' entitlement to public and private benefits, services and programs and ensuring applications and claims forms are filed with the necessary documentation, affidavits and certificates;
- informing health care professionals in other active treatment hospitals of patient behavior and other social information for patients transferred for acute treatment problems;
- determining the suitability of shelter homes for specific patients;
- counseling patients regarding the different social agencies and services available in the community.

% of Time

10

Provides a discharge service, assesses the patient's financial, social, physical, emotional and spiritual needs and establishes where the patient would prefer to live. Assesses the suitability of sheltered homes, group homes and apartments, determines the community requirements of patients in terms of language, transportation, availability of services, etc. Provides owners or managers of such accommodation with information relating to the condition of patients and the policies and procedures of the program. Matches the accommodation needs of patients with the various types of accommodation available. Develops a follow-up schedule, visits discharged patients, interprets their behavior and negotiates the use of community services.

10

Provides palliative care to dying patients and assists them to make plans for their families. Counsels patients on how to live each day as well as possible. Provides counseling service to elderly patients with alcoholic or drug related problems and their families. Interprets the behavior of patients with alcohol or drug related problems to the treatment teams.

Degree/
Points

specifications

Knowledge

1/60

The work requires a knowledge of psycho-social principals, practices and techniques related to the treatment of geriatric and gerontologic illnesses of medical, psychiatric and out-patients. The work requires a knowledge of the treatment of social problems being experienced by patients with alcoholic or drug dependency problems and their families. A knowledge of palliative care practices is required to provide assistance and counseling to dying patients and their families. A knowledge of the hospital's organization, of the various acts and regulations governing the provision of social service and of various public and private sector services and benefits available to the patients is required.

Professional Responsibility

A1/80

The work requires the provision of social services and counseling to hospitalized and out-patients and their families to assist them to adjust to their illnesses and prepare them for discharge, rehabilitation, reintegration or dying. Professional techniques are modified to provide care and counseling when the normal problems associated with aging is compounded by illness or drug/alcohol dependency or separation from families. Initiative and judgment are required to determine, and explain to the patients and their families, the causes of the problems and to propose acceptable and practical remedies for the patient's and treatment teams consideration. Initiative and judgment are also required when approaching the patient's relatives and friends and soliciting assistance in the rehabilitation and reintegration of the patient into society. Professional advice and guidance is available from the Head, Social Services and the members of the treatment teams. The decisions made and treatments provided affect the present and future lives of patients, influence their ability to reintegrate into society and prepare them and their families to face difficult decisions.

Administrative Responsibilities

The work requires the writing of social histories and narrative reports indicating the material and social circumstances of patients, the psycho-social diagnoses, treatment plans and progress of the patients and the social assessments and recommendations made to other social agencies. There is a requirement to interpret and apply policies and procedures relating to the treatment and counseling of patients and their families and prepare reports and information relating to rates of sheltered homes, clothing orders for out-patients, recreational equipment and activities, community placement programs, expense accounts etc.

1/60

8.1

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 8

Level: 4

Descriptive Title: Manager, Band Services

Point Rating: 681

Summary

Reporting to the Director, Social Development, plans and coordinates a regional Social Development Program for treaty Indian people. Evaluate the degree of conformity between the social program administered by the Bands and departmental regulations and standards. Provides support and consultative services to Bands concerning complex social problems and related social programs. Recommends remedial actions to the Bands experiencing major problems in the delivery of social service. Supervises the activities of and provides guidance to staff involved in program delivery throughout the area.

Duties

% of Time

Plans and coordinates a regional Social Development Program for treaty Indian people by:

55

- identifying and forecasting the organizational, personnel, financial and material requirements to develop and implement the services by the Bands;
- preparing plans and guidelines for the services and establishing their priorities and objectives in accordance with budget allocation;
- administering and controlling \$17.2 million (1988 \$) budget and allocating funds to meet program commitments and requirements;
- reviewing departmental and Band variances, reports, budgets, etc. and determining the need for additional funding from other sources;
- developing and recommending changes to services to meet the needs of a certain community;
- negotiating major contribution arrangements for the delivery of specific services and providing justification for the proposed expenditures;
- identifying gaps in the service delivery system and the implementation of intergovernmental agreements;
- representing the department at inter agency/departmental committees and initiating tripartite negotiations between officials of Federal and Provincial governments and the Bands to ensure maximum development and integration of services.

Evaluates the degree of conformity between the social programs administered by the Bands and departmental regulations and standards by:

15

- reviewing Band objectives and Band Council recommendations regarding the services the Bands want to provide;
- analyzing the results of research studies covering the socio-economic circumstances of Indian people and surveys of child/family social needs;

% of Time

- comparing services provided to Indian communities with services provided to other communities;
- evaluating the performance of programs in terms of service and cost effectiveness;
- developing and recommending to the Bands, ways to improve the effectiveness of the programs.

Provides support and consultative services to Bands by:

10

- identifying Bands experiencing comprehensive social problems and providing advice on the development and coordination of service programs;
- assisting Indian people to develop social adjustment programs to deal with lifestyle change problems and maintain cultural ties.

Recommends remedial actions to Bands experiencing major social problems by:

10

- identifying problems and deficiencies in service delivery and proposes courses of action to resolve or alleviate the problems;
- recommending financial or staff support to enable Indian residents to conduct studies and develop and deliver community services;
- facilitating communication between Indian people and governmental and service agencies.

Supervises the activities of, and provides guidance to subordinate staff by:

10

- determining standards, objectives and priorities for the operation of the unit;
- evaluating the performance of subordinate and recommending promotional or disciplinary actions;
- allocating work to ensure balanced workloads;
- carrying out selection and staffing actions.

Specifications

Degree/
Points

Knowledge

The work requires a thorough knowledge of social work principles, casework practices and the various acts, regulations and policies governing the implementation of social services in order to plan and coordinate the development of locally administered social services in a region with a number of Indian Bands, Councils and communities and to provide support and consultation to Indian People. A thorough knowledge of the environmental, social, economic and cultural characteristics of the various Bands and Councils of the region is required to assist Indian people develop self sufficient and autonomous services that are acceptable to Federal and Provincial departments and agencies. A knowledge of departmental organization, financial and personnel operations is required to plan the provision of regional services, to administer and control a budget and allocate funds and to supervise staff.

4/180

Professional Responsibility

The work requires the planning and coordination of a regional Social Development Program, Initiative and judgment are required to identify and forecast the requirements needed to develop and implement the services, prepare implementation plans and objectives, initiate tripartite negotiations between the two levels of government and the Bands and allocate funds to meet program requirements. Judgment **is** required to determine the degree of conformity between locally administered services and departmental standards, evaluate the performance of the services and develop ways to increase their efficiency. Initiative and judgment are also required to negotiate contribution arrangements, determine the need and source of additional funds and recommend remedial actions to solve major problems. The decisions made affect the nature and level of locally developed and administered social services and the allocation of funds to the Bands, Councils and communities. Consultations with other regional Managers, departments and Provincial agencies are required to ensure the services are appropriate and integrated.

C2/281

Administrative Responsibility

The work requires the planning and coordination of social service development activities within the region. There is a requirement to supervise subordinates, allocate work, determine standards and objectives and evaluate staff performance. The work requires the control of a \$17.2 million (1988 \$) budget and the allocation of funds to meet the requirement of the various services. There is a requirement to recommend the need for additional funds from outside sources and to forecast the personnel, financial and material resources to provide the services.

3/220