EMPLOYMENT OPPORTUNITY

The South Calgary Primary Care Network (SCPCN) is an innovative, publicly funded health care initiative that is changing the way primary health care is delivered in Alberta. One of 42 Primary Care Networks in Alberta, the SCPCN serves the population living in the south Calgary area. The SCPCN is a group of family physicians that works with Alberta Health Services and other health professionals to coordinate the delivery of primary health care services and provide customized programs to address local needs.

Triage Social Worker: Collaborative Mental Health Care 1.0 FTE
(Contract position: October 2013–March 2015, with possibility of extension)
(Job # 2013-11)

As a member of a multidisciplinary team, the triage social worker will work with the program manager to plan, deliver and evaluate a collaborative mental health care pilot for the SCPCN’s target population in a primary care setting. Working closely with the clinical social worker, the triage social worker assists with mental health crises intervention and provides case management. The role provides initial, comprehensive, in-person triage and over-the-phone evaluations of patient needs. The triage social worker is also responsible for gathering accurate information to formulate realistic next steps and/or intervention goals for patients. The role also involves collaboration with internal and external teams and liaising with relevant communities, external services and resources.

The social work profession has a long tradition of a strong “person in environment” orientation and an understanding of how the social and economic lives of individuals, families and communities are directly linked to emotional and physical health (social determinants of health).

Duties and responsibilities

- Conducts initial intake and assessment of biopsychosocial aspects of health and well-being for the program and provides triage to effectively determine the nature of patients’ need and identify priorities for mental health care and/or additional appropriate community care
- Determines and makes appropriate referrals to internal and external providers and/or services
- Effectively identifies the need for and applies crisis intervention
- Gathers information and resources and develops a database of available community resources
- Assists patients seeking family physicians by advocating on behalf of patients with family physicians accepting patients
- Promotes and supports continuity of care, and provides follow-up care and/or consultation
- Maintains and documents assessments, findings, histories, care plans, interventions, treatment outcomes, referrals, and consultations provided to other health care providers in the electronic medical record
- Participates in and contributes to internal and external mental health–related committees as recommended by the program manager
Supervises master’s level social work practicum students
Promotes relationships and effectively liaises with agencies and stakeholders; promotes community awareness of social work or health issues
Coordinates learning opportunities for physicians, patients, teams and community members
Applies social work ethical principles to guide professional practice; keeps current on social work best practices guidelines and ensures implementation, where appropriate
Ensures that documentation supports the SCPCN’s policies and protocols, and social work standards and guidelines
Ensures annual continuing competence requirements are met
Performs additional related duties, as required

Qualifications
- Bachelor’s degree in social work (BSW), with current registration (RSW) with the Alberta College of Social Workers (ACSW)
- At least two years’ related experience working in an acute, outpatient and/or community mental health setting, or an equivalent combination of education, training, and experience
- Comprehensive knowledge of and experience in the area of mental health
- Knowledge of community resources
- Preferably, experience in primary care and/or knowledge of primary health care reform
- Demonstrated excellence in mental health triage, assessment, consultation, referral and crisis intervention skills
- Working knowledge of the Mental Health Act, Health Information Act, and the Freedom of Information and Protection of Privacy Act
- Experience with program evaluation
- Proficiency with computers and technology
- Excellent communication (verbal and written), team building and interpersonal skills
- Excellent documentation and organizational skills
- Demonstrated ability to work collaboratively and contribute to a multidisciplinary team setting
- Demonstrated ability to facilitate and enhance interagency and interdepartmental problem-solving
- Demonstrated ability to work independently and in a self-directed manner
- Demonstrated ability to effectively plan, organize and prioritize work in a continuously changing environment
- Demonstrated ability to exercise professionalism, initiative, compassion, empathy, and tact
- Demonstrated ability to apply critical thinking to inform and communicate professional judgments

Salary will be competitive and commensurate with qualifications and experience. Please visit our website at www.scpcn.ca to learn more about the South Calgary Primary Care Network.

E-mail or fax your resume, indicating your name and the position for which you are applying, to opportunities@scpcn.ca or 403.256.3223 by end of day Monday, October 14, 2013.

We thank all applicants for their interest; however, only candidates selected for interviews will be contacted.