

EMPLOYMENT OPPORTUNITY

Women's College Hospital is the first and only independent, academic, ambulatory care hospital in Ontario with a primary focus on the health of women. If you're ready to be part of the future of healthcare, then you will want to join an institution in which the possibilities for creative innovation, breakthroughs in new thinking and groundbreaking work in academic ambulatory medicine are limitless. Women's College Hospital is committed to patient safety as a key professional value and an essential component of daily practice.

An exciting **regular full-time** opportunity as a **Social Worker (Competition #85.19)** exists in the Surgical Program supporting Trans Related Surgery and Surgical Patients reporting to the Director.

The Social Worker will support and manage the care of individuals accessing the Trans Related Surgery Program. This involves supporting individuals and family along the surgical path, from navigating pre-surgical supports to supporting them during the post-operative period. The Social Worker will provide services to the transgender individual and family and will possess experience and knowledge of the health and social barriers that members of this community typically encounter, and be adept at successful strategies to overcome such barriers. The incumbent will be instrumental in addressing varied individual needs beyond the surgical intervention or post-operative complication. They will act as an advocate on behalf of the individual in accessing the resources required to navigate the TRS process such as financial supports, housing, and social supports and mental health supports. The incumbent will also provide support to other surgical patients and family as required.

The Social Worker will work closely with the Medical Director and Nurse Practitioner in supporting patient centered care. They will take an active role in counselling and support, ensuring that a consistent, high quality, collaborative and evidence-based approach is used to provide patient care.

Summary of Duties, but not limited to:

- Provides patients and families with emotional support, coping strategies and linkage to community resources and support, including but not limited to financial assistance options, disability support and respite care,
- Provides support, short-term and long range psychosocial therapy and counseling
- Conducts assessments and participates in the development of treatment plans with other members of the interdisciplinary team
- Coordinates referrals and facilitates access to other health care providers and organizations, while assisting patients and their families with the development of social and community support systems
- Develops, implements and balances individual, group, same-day counselling and patient and family education sessions
- Assumes a leadership role in influencing clinical practice and patient outcomes and collaborates with the broader health care team and community partners regarding complex and challenging patient care situations
- Works collaboratively with all members of the health care team internal and external to the organization while ensuring continuity of care as patients transition across the continuum through appropriate discharge planning, patient education, and coordination of services to community support and resources
- Effectively communicates and collaborates with internal and external partners and stakeholders such as community agencies, the health care team and other departments to improve patient care and outcome
- Establishes a caring and therapeutic relationship with patients; demonstrates trust, respect, dignity, honesty and provides counseling including crisis interventions as required

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- Advocates for patients by mobilizing resources and identifying and addressing gaps in service to meet supportive care needs of patients
- In collaboration with Professional Practice, Research, and Education departments initiates and participates in clinical research and teaching and integrates research into practice to ensure best practice standards are maintained
- Acts as an ambassador and link to our community partners enhancing communication and our partnerships
- Assists patients and families in overcoming barriers within the health care system to ensure timely delivery of service

As a role model and champion you will work to identify and integrate safe, best practices into daily activities to foster the delivery of safe and exemplary care.

The responsibilities described above are representative and are not to be construed as all-inclusive.

Qualifications/Skills:

- Registration with the Ontario College of Social Workers and Social Service Workers
- Master's degree in Social Work or Counselling
- Minimum of 5 years' experience in a hospital, ambulatory setting is required
- Ability to form positive therapeutic alliances and to work effectively independently as well as within a multidisciplinary team
- Demonstrated understanding of adult education strategies, teaching and learning principles, and advanced therapeutic communication techniques
- Proven effective ability to develop collaborative working relationships with a wide variety of internal and external stakeholders including community organizations, and hospitals
- Excellent critical thinking, problem solving, organization, and time management skills
- Well-developed verbal and written communication, interpersonal, and teaching skills
- Proficient with Electronic Medical Record (EMR), Microsoft Word, PowerPoint, and navigation of the Internet
- Demonstrated commitment to a patient/family centred care environment
- Evidence of enhanced assessment, therapeutic and counselling skills and demonstrated clinical knowledge in the area of women's health, cancer and the psychosocial impacts of the disease
- Experience with the development and implementation of effective patient care education programs targeted at patients and families
- Evidence of ongoing professional development, continuing education and leadership experience
- Demonstrated good attendance record with the ability to maintain this same standard
- Professional behavior and communication that meets the standards of the professional regulatory college or association, as applicable, and the standards of Women's College Hospital
- This position plays a critical role in acting as an advocate for safety and will demonstrate principles, practices and processes that will optimize a safe environment for all

POSTING DATE: April 4, 2019

Please forward resumes via email to HR@wchospital.ca with your name and the competition number in the subject line. (Example: Jane Smith, 1.16)

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We thank you for your interest, however, only qualified applicants who are selected to be interviewed will be contacted.

Women's College Hospital is a fully affiliated teaching hospital of the University of Toronto and is committed to fairness and equity in employment and our recruitment and selection practices. We encourage applications from Indigenous peoples, people with disabilities, members of sexual minority groups, members of racialized groups, women and any others who may contribute to the further diversification of our Hospital community. Accommodation will be provided in all parts of the hiring process as required under our Access for People with Disabilities policy. Applicants need to make their requirements known in advance.