

JOB DESCRIPTION

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| Programme Name | Highpoint Halfway House |
| Section | Clinical |
| Reports to | Aftercare Manager |

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| Job Title | Social Work Assistant |
| Job Category | Individual Contributor |
| Function | Social Work Associate |

GENERAL SUMMARY

The Social Work Assistant provide support and guidance for residents in fulfilling the global objectives of programme by the time of discharge to aftercare. The social work assistant will be part of the counselling and care team/aftercare and will be expected to work closely with client to manage them in their recovery journey.

DUTIES AND RESPONSIBILITIES

Case Management:

Perform all duties of Social Work Assistant as per assigned:

- a. Engagement, assessment, intervention and evaluation skills
- b. Casework on residents after discharge from shelter
- c. Admission briefing and orientation
- d. Discharge planning and exit interviews
- e. Information & referral
- f. Record keeping, documentation and data entry

Administration and facilitation of programmes:

- a. Support planning, organizing and co-facilitation skills for groupwork and community work
- b. Case work or/and counselling support
- c. Support aftercare case work, for example home/work visit, event and programme
- d. Administrative support in general
- e. Support research endeavour

Audit

- a. Support to Monitor progress in employment and accommodation against KPIs as required by funder and other stakeholder
- b. Support in Planning, implement and review processes to meet the achievement of KPIs and MSRs as required by funders
- c. Ensure proper documentation is maintained, updated and reviewed on a regular basis for audit

Stakeholder relationships

- a. Collaborate with other teams in fulfilling global objectives of the programme
- b. Manage communications and feedback from stakeholders and team members
Build collaborative working relationships with partnering agencies

Others

- a. Any other duties assigned by supervisor from time to time

QUALIFICATIONS

Education And Experience

- 1. Minimum certification level qualification in social work, counseling or psychology
- 2. Computer literate
- 3. Knowledge of correctional and addictions work preferred
- 4. Able to understand and implement instructions promptly.
- 5. Perform shift work and weekend duty when needed
- 6. IT Knowledge in MS Word, Excel and Outlook.

Other Requirements (if any)

- 1. Able to work flexible hours
- 2. Able to take initiative to identify areas of responsibilities
- 3. Sense of safety and emergency
- 4. Good interpersonal and communication skill
- 5. Effective and strong team player

COMPETENCIES

Technical Skills Competencies

| | TSC Name | TSC Description | TSC Proficiency & Description |
|---|----------------------|-------------------------------------|-------------------------------|
| 1 | Case and Care | Use different models and approaches | <Level 2> |

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| | Planning | for developing case and care plans to support clients' needs in accordance with organisational practices | Support development of case and care plans to support clients' needs |
| 2 | Casework Evaluation | Evaluate effectiveness and efficiency of casework intervention | <Level 2> Support the evaluation of casework outcomes, processes and levels of risk |
| 3 | Casework Intervention | Provide systematic approaches to casework intervention | <Level 2> Support the implementation of casework interventions |
| 4 | Diversity Awareness and Management | Apply awareness and sensitivity in working professionally with diverse individuals, groups, and communities | <Level 2> Comply with basic principles of diversity and inclusion set by organisation |
| 5 | Ethics, Values and Legislation | Apply conduct, ethics, values, and relevant legislation to uphold the integrity and reputation of the organization and the profession | <Level 2> Apply principles of ethical conduct, policies and procedures and inclusive work practices in professional activities |
| 6 | Emergency Response and Crisis Management | Develop and implement emergency response and crisis management plans and policies, provide guidance on policies and plan development | <Level 2> Participate and assist in execution of emergency response plans and crisis management programmes and suggest improvements to these plans |
| 7 | Group Work Intervention | Deliver group work programmes and services to achieve effective outcomes; Support the facilitation and delivery of group work | <Level 2> Support the facilitation and delivery of group work |

Critical Core Skills

| | CCS Name | CCS Description | CCS Proficiency & Description |
|---|------------------------|--|--|
| 1 | Problem Solving | Generate effective and efficient solutions to solve problems and capitalise on new opportunities | <Intermediate> Determine underlying causes of problems and collaborate with other stakeholders to implement |

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| | | | and evaluate solutions |
| 2 | Creative Thinking | Adopt diverse perspectives in combining ideas or information and making connections between different fields to create different ideas, improvements, and solutions | <Basic> Follow processes to make decisions which achieve intended goals using given information and guidelines |
| 3 | Decision Making | Choose a course of action from several alternatives developed through a structured process in order to achieve intended goals | <Basic> Follow processes to make decisions which achieve intended goals using given information and guidelines |
| 4 | Customer Orientation | Identify the needs of customers, both internal and external, to deliver an effective customer experience | <Intermediate> Build relationships with customers to anticipate needs and solicit feedback to improve the customer experience |
| 5 | Collaboration | Manage relationships and work collaboratively and effectively with others to achieve goals | <Basic> Contribute to a positive and Cooperative working Environment by fulfilling own responsibilities, Managing interpersonal relationships and providing support to others to achieve goals |
| 6 | Communication | Convey and exchange thoughts, ideas and information effectively through various mediums and convey and exchange thoughts, ideas and information effectively through various mediums and approaches | <Basic> Communicate with others to share information, respond to general inquiries and obtain specific information |
| 7 | Adaptability | Exercise flexibility in behaviours or approaches to respond to changes and evolving contexts | <Intermediate> Manage change in evolving contexts |
| 8 | Digital Fluency | Leverage digital technology tools, systems, and software across work processes and activities to solve problems, drive efficiency and facilitate information sharing | <Intermediate> Identify opportunities and evaluate risks of integrating digital technology tools, systems and software across work processes and activities |