



SSW

Qualification and requirements of a Social Service Worker

- Dundas Manor requires that the Social Service Worker (SSW) has their diploma from a recognized college Program as a SSW.
- The SSW must demonstrate a commitment to resident safety by providing quality care in all interactions as well as following the Personal Health Information Protection Act (PHIPA) in maintaining resident personal health information confidential.
- The SSW must support equipment management, orientation, onboarding of new staff, and new resident admissions as well as tours of the facility.

We hire Social Service Workers with great personal attributes such as:

- Able to communicate clearly
- Professional
- Respectful
- Caring
- Patient
- Optimistic
- Organized
- Flexible
- Trustworthy
- Reliable

What are the major duties of a Social Service Worker at Dundas Manor?

The SSW is to complete tasks according to the job description and all tasks are to be completed using a resident centred approach and philosophy based on the needs of the resident on each shift. The SSW is responsible for providing support to the residents, families, and our staff. The SSW is responsible for reporting to their direct supervisor which is the Activity Programs & Services Director.

Specific Duties include but are not limited to:

- Meet with residents with responsive behaviours and psychosocial needs to provide support
- Address family concerns and provide SSW support, assist families in contacting external service providers
- Prepare for the orientation dates, facilitate the agenda



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- Follow up with new employee's to see how they are settling in and if they may require support
- Ensure a smooth transition in the admission process, contact residents/families with information to help them prepare for the day, prepare room and items necessary in care basket, label items that they may bring
- Follow up with residents and families post admission to see how they are settling in and if they may require support, set up 6 week post admission conference
- Ensure proper use and care of equipment, liase with occupational therapy and equipment vendors
- Support the safe maintenance of residents belongings – walkers, wheelchairs, hearing aids, dentures, glasses etc.
- Follow infection control practices and Personal Protective Equipment (PPE) signage as indicated at the resident room to prevent the spread of infection
- Utilize the 5 moments of hand hygiene as per policy and education