

EXAMPLE

SOCIAL, INFORMATION AND HEALTH COMPONENT APPENDIX 4 – WORKLOAD REPORT

PLEASE PRINT

Employee name: _____ Job Title: Social Worker Intake/Investigate

Work Location: _____

Supervisor: _____ Excluded Manger: _____

Stage 1 - Verbal discussion with supervisor – 14 days to respond

Stage 2 - Problem description:

Unable to meet ministry protection intake and investigation intake standards/expectation – receiving incoming calls and/or walk ins, prior contact checks, place intake into the computer system, summarizing prior intake history on the computer system, transferring after hours memos into notepad by retyping onto the computer system, consult with supervisors and document consultation on the computer system and day care referrals.

Unable to meet ministry protection intake and investigation standards/expectations – contact collaterals, document in writing and summarize investigation on the computer system, review previous history, audiotape or take written notes of interviews, summarize interviews onto the computer system, consult with supervisor and document consultation on the computer system, complete comprehensive risk assessments and risk reduction plan if a child is in need of protection.

Unable to meet ministry protection intake and investigation standards/expectations – remove children or complete voluntary care agreement or special needs agreement; establish supports; open the file on the computer system; apply for children’s MSP; contact MEIA, if applicable, to advise of removal; complete referral document for foster parents; arrange for foster home; contact childrens’ school and/or other professionals involved with the children to advise of the ministry placement; arrange family access to children in care; and home visits.

Court – Do court documents; serve court documents; being subpoenaed under the Family Relations Act meeting with lawyers, and court appearances.

Kith and Kin agreements – Doing resource work such as criminal record checks and home studies; contract management and ongoing management of placement.

Office culture: Expectation that a social worker is in the office and available, constant interruptions to work as “duty worker” when others are away and covering off breaks for others in the office.

What factors contribute to the problem?

- | | | | |
|-------------------------------------|---|-------------------------------------|------------------------------|
| <input checked="" type="checkbox"/> | Workload size | _____ | Unavailability of Supervisor |
| _____ | Inadequate equipment | _____ | Malfunctioning equipment |
| <input checked="" type="checkbox"/> | Absence of staff (specify) <u>Ongoing vacancies exist at this worksite</u> | | |
| <input checked="" type="checkbox"/> | Additional Functions Assigned to the Employee (specify)
<u>Ministry standards and expectations are continually changing.</u> | | |
| _____ | Training required | <input checked="" type="checkbox"/> | Competing demands |
| _____ | Other _____ | | |

Employee’s signature: _____ Date: _____