

Corporate Social Worker

Goal

To help employees with problems in the social sphere (i.e. psychosocial problems), and additionally advise supervisors about social and psychosocial issues, within the scope of social policies and laws and regulations, with the aim of contribution to the social and psychosocial adequate performance of employees in their working situation and/or environment.

Context

Reports to/receives hierarchical guidelines from one of the following officials:

- Member Executive Board
- Service Department Director
- Head of Department

RESULTAREAS			
Main activity	Frame	Result	Activity
1. Policy advising (variant)			
Contributes to the development and maintenance of policy on psychosocial issues with respect to work, the work situation and the work environment.	Social policy	The institution's prevailing social policy is updated and improved	<ul style="list-style-type: none"> - Detect and analyse developments and structural bottlenecks in the field of social and psychosocial problems - Conduct research into the origins and backgrounds of problems based on the care provided by the service and external professional developments - Make policy proposals to bring about requisite changes in facilities, regulations, social policy and prevention management arising from the research conducted - Advise the Board on the correct approach to the alleviation of structural institution-wide problems, measures to be taken and general improvements in the work situation - Evaluate policy results addressing the prevention of social and psychosocial problems and, within this context, issue recommendations to the Board
2. Product and method development (variant)			
To initiate, examine and develop new products, services, instruments and methods, and additionally contribute to multidisciplinary projects	Social policy Employee needs	Corporate social workers have a requisite range of products, services, instruments and methods at their disposal	<ul style="list-style-type: none"> - Take stock of and analyse the needs of employees and superiors - Take stock of and analyse trends and developments based primarily on registration systems - Evaluate existing products and services, make proposals for improvement, assess and evaluate measures taken and adjustments made - Call in internal and external expert organisations for the development of new products, services, instruments and methods - Develop existing and new products, in multidisciplinary projects and/or working groups (if applicable) and by working from an integral approach
3. Individual care			
Provide short-term and/or limited methodical corporate social care to employees experiencing social and psychosocial problems in relation to their work, work situation and work environment	Range of products and services of Bedrijfsmaatschappelijk Werk Cliëntvraag (demand-based care provided by Corporate Social Work)	Employees have an instrument at their disposal to help them attain workable solutions	<ul style="list-style-type: none"> - Assess the seriousness of situations and, based on intake interviews, draw up a plan of approach in consultation with clients - Inform and advise employees of various methods of approach to particular situations, alone or in collaboration with other parties concerned (i.w. superiors, family members, colleagues) - Conduct counselling sessions and consult with and refer people to internal and external providers of care and advice - Provide first-line support and counselling to trauma victims - Provide aftercare and record counselling programmes in personal files
4. Group sessions			

RESULTAREAS			
Main activity	Frame	Result	Activity
Organise and supervise counselling sessions and training courses in the field of short-term and/or limited corporate social care to groups of employees experiencing social and psychosocial problems in relation to their work, work situation and work environment	Range of products and services of Bedrijfsmaatschappelijk Werk Cliëntvraag (demand-based care provided by Corporate Social Work)	Employees have an instrument at their disposal to help them attain workable solutions	<ul style="list-style-type: none"> - Assess the seriousness of situations based on individual intakes and determine the best approach to the situation at hand in mutual consultation with clients - Put together groups that are liable to learn from problem situations as regards the approach taken and draw up treatment plans for the groups accordingly - Supervise group sessions through discussion, training and conflict management - Provide first-line support and counselling to trauma victims who have experienced a traumatic event - Perform administrative tasks; compile reports and evaluations of care programmes
5. Advice			
To advise superiors, staff and other disciplines on social and psychosocial issues	Internal and external quality guidelines	Superiors are able to prevent, identify and respond adequately to problems in the work situation and work environment	<ul style="list-style-type: none"> - Detect and analyse problems, and additionally examine their backgrounds and propose improvements to superiors - Participate in the Social Medical Consultation/Team (SMO/SMT) in coordination with the OHS disciplines present - Advise superiors (both solicited and unsolicited) on possible approaches to individual employees (or groups of employees), preventive and other measures to be taken and specific and general improvements to the work situation - Respond to counselling needs at all levels of the organisation, in the form of case conferences, for instance - Participate in internal consultation structures and consult with external organisations
6. Prevention and Education			
To examine social and psychosocial problems in relation to work, and additionally provide education, workshops and training courses to employees and superiors	Range of products and services of Bedrijfsmaatschappelijk Werk (Corporate Social Work)	<p>A preventive approach to social and psychosocial problems</p> <p>Superiors and employees are able to recognise social and psychosocial problems</p>	<ul style="list-style-type: none"> - Compile analyses of common problems of a social and psychosocial nature that are common to the employee population - Conduct research into the origins and backgrounds of these problems and develop preventive measures - Consult with other disciplines to draw up preventive measures - Contribute to the compilation of education, workshops and training courses - Hold presentations and provide workshops and training courses
7. Registration and Annual Report			
To keep administrative and personal files of counselling data, and additionally analyse these data	Regulations regarding the protection of privacy and professional secrecy and/or codes of professional ethics (medical and other)	Reports and annual reports on the work carried out by Bedrijfsmaatschappelijk Werk	<ul style="list-style-type: none"> - Maintain client administration records and registration systems - Record client data and recommendations - Aggregate individual and other data into performance indicators and other policy information - Compile reports, including reports for placement in the service's annual report and the social annual report
8. Promotion of Expertise (variant)			

RESULTAREAS			
Main activity	Frame	Result	Activity
To assume responsibility for the development and provision of training courses and organise meetings for experts and/or superiors	Employee's own discipline/ field Objectives formulated in the policy	Experts and superiors are provided the requisite knowledge and skills through refresher courses	<ul style="list-style-type: none"> - Participate in projects and/or working groups dedicated to developing training courses and other courses - Develop materials for training courses, in collaboration with external experts, if required - Train experts and/or superiors and inform them about current issues within the own discipline/field of study - Provide and supervise courses exploring new developments within the own discipline/field of study - Coach and supervise experts and/or superiors

Ranking criteria Corporate Social Worker

<div>Function level</div> <div>Ranking criteria</div>	Corporate Social Worker 1	Corporate Social Worker 2
Policy advising	Contributes to the development and maintenance of policy on psychosocial issues with respect to work, the work situation and the work environment.	not applicable
Product development	Initiates, examines and develops new products, services, instruments and methods, thereby enabling Bedrijfsmaatschappelijk Werk (Corporate Social Work) to provide a range of services that responds to the needs of employees and the social policy objectives.	not applicable
Promotion of expertise	Assumes responsibility for the development and provision of training courses and holds meetings for experts and/or supervisors to furnish these persons with the requisite knowledge and skills.	not applicable

Ranking Rules Corporate Social Worker

Corporate Social Worker 2 applies if at least all criteria described for Corporate Social Worker 2 are met

Corporate Social Worker 1 applies if at least 2 out of 3 criteria described for Corporate Social Worker 1 are met