



**Position Title:** Social Service Worker  
**Position Status:** Casual – up to 5 hours per week  
**Posting No.:** 26- 108  
**Salary:** \$29.42 – 33.87  
**Posting Date:** June 12, 2026  
**Closing Date:** June 18, 2026  
**Current Vacancy:** Yes

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### **About the Position**

Norfolk Hospital Nursing Home is looking for a Social Service Worker. The Social Service Worker (SSW) is responsible for providing emotional, social, and supportive services to residents and their families within the long-term care home. Working collaboratively with the interdisciplinary team, the Social Service Worker promotes resident well-being, supports adjustment to long-term care living, advocates for residents' rights, and assists with psychosocial care planning in accordance with the *Fixing Long-Term Care Act, 2021*, and all applicable Ontario regulations and standards.

### **Key Responsibilities**

#### **Resident and Family Support**

- Provide psychosocial assessments and ongoing emotional support to residents and families.
- Assist residents and families with adjustment to admission, transfers, changes in health status, and end-of-life care.
- Support residents in maintaining dignity, independence, autonomy, and quality of life.
- Facilitate conflict resolution and family meetings when required.
- Advocate for resident rights and support informed decision-making.

#### **Care Planning and Interdisciplinary Collaboration**

- Participate in interdisciplinary care conferences and resident care planning.
- Develop, implement, and evaluate individualized psychosocial interventions and goals.
- Collaborate with nursing, recreation, dietary, therapy, and external community services to support resident needs.
- Maintain accurate and timely documentation in accordance with organizational policies and professional standards.

#### **Community and Resource Coordination**

- Connect residents and families with community resources, financial supports, counseling services, and external agencies as appropriate.
- Assist with advance care planning and substitute decision-maker support.
- Support discharge planning and transitions of care when applicable.

#### **Resident Engagement and Advocacy**

- Support resident and family councils as required.
- Promote a respectful, inclusive, and culturally sensitive environment.
- Identify and report concerns related to resident safety, abuse, neglect, or ethical issues in accordance with legislation and home policies.

#### **Quality Improvement and Compliance**

- Ensure compliance with all applicable legislation, professional standards, and home policies.
- Participate in quality improvement initiatives, audits, and education programs.
- Maintain confidentiality and privacy in accordance with PHIPA and organizational requirements.

### **Qualifications**

- Diploma in Social Service Work from a recognized college program.
- Registration and good standing with the Ontario College of Social Workers and Social Service Workers (OCSWSSW).
- Minimum one (1) year experience in long-term care, healthcare, geriatrics, or community social services preferred.
- Knowledge of the *Fixing Long-Term Care Act, 2021*, Residents' Bill of Rights, and applicable Ontario legislation.
- Strong interpersonal, conflict resolution, and communication skills.
- Ability to work collaboratively within an interdisciplinary team.
- Excellent organizational, documentation, and problem-solving abilities.
- Proficiency in electronic documentation systems, Point Click Care (PCC) and Microsoft Office applications.

## Working Conditions

- Work is performed within a long-term care home environment.
- Interaction with residents, families, staff, physicians, and external stakeholders is required.
- May involve exposure to challenging emotional situations and responsive behaviors.

## Reporting Relationship

Reports to the Director of Care.

**Hours of Work;** Flexible, based on needs of residents

**About Us:** Norfolk Hospital Nursing Home located Simcoe Ontario, Norfolk County. Sitting directly beside Norfolk General Hospital our home is an 80-bed facility that has been caring for its community for nearly 50-years. The publicly owned, non-profit facility opened in 1975. NHHN employs approximately 90 dedicated employees and operates under the direction of an independent ten-member community volunteer Board of Trustees. NHHN is also fully accredited by Accreditation Canada.

The Norfolk Hospital Nursing Home offers a warm and friendly atmosphere. Its mission is to enrich lives with dignity, care, and compassion. NHHN is dedicated to delivering exceptional care and creating an engaging, safe and compassionate home where residents thrive and staff shine.

Interested applicants must submit a current **cover letter and resume** to the Human Resources Department by e-mailing [nghhr@ngh.on.ca](mailto:nghhr@ngh.on.ca) referring to posting number above **no later than June 17, 2026**

In order to ensure equal opportunities during the recruitment and selection process, Norfolk General Hospital and Norfolk Hospital Nursing Home provides accommodations for applicants with disabilities, upon request.

Norfolk General Hospital and Norfolk Hospital Nursing Home thanks all applicants for their interest. Please note that only those applicants selected for an interview will be contacted.

Please note that NGH or NHHN does not use AI to screen, assess or aide in the selection of our recruitment process.