
POSITION DESCRIPTION

Job Title: Social Services Director	Effective Date: 04/29/09
	Revised: 01/11/12

Summary Description:

The Social Services Director is responsible for assisting in the planning, organizing, implementing, evaluating and directing of the Social Services Department in accordance with current existing federal, state and local standards, as well as established facility policies and procedures, to ensure that the medically-related emotional and social needs of the patient/resident are met/maintained on an individual basis.

Essential Functions and Responsibilities:

1. Participates in the planning, developing, organizing, implementing, evaluating and directing of the social service programs of the facility.
2. Meets with administration, medical and nursing staff and other related departments in planning social services.
3. Develops and maintains a good working rapport with intra-department personnel, other departments within the facility, and outside community health, welfare and social agencies, to ensure that social service programs are properly maintained to meet the needs of the patients/residents.
4. Assists in developing, administering and coordinating department policies and procedures.
5. Keeps abreast of current federal and state regulations and makes recommendations for changes in facility policies and procedures to the department director or Administrator.
6. In the absence of the department director, serves on various facility committees as he/she may be appointed by the Administrator.
7. Assists in developing and implementing policies and procedures for identifying the medically-related social and emotional needs of the patient/resident.
8. Participates in community planning related to the interests of the facility and the services and needs of the patient/resident and family.
9. Participates in patient/resident assessments, development and implementation of social care plans, and discharge planning.
10. Interviews patients/residents/families as necessary in a private setting.
11. Involves the patient/resident/family in planning social service programs, to the extent possible.
12. Assists in arranging transportation to other facilities when necessary.
13. Refers patient/resident/families to appropriate social service agencies when the facility does not provide for the services or needs of the patient/resident.
14. Provides information to patient/resident/families regarding Medicare/Medicaid and other financial assistance programs available to patient/resident.

15. Informs the patient/resident/family of the patient's/resident's personal and property rights.
16. Assists in determining appropriate departmental staffing, evaluates employee performance and makes recommendations to the department director or Administrator concerning wage and salary adjustments, hiring, terminations, transfers, etc.
17. Provides consultation to members of facility staff, community agencies, etc., in efforts to solve the needs and problems of the patient/resident through the development of social service programs.
18. Assumes the authority, responsibility and accountability of directing the Social Services department.
19. Maintains an excellent working relationship with medical professionals and other health related facilities and organizations.
20. Creates and maintains an atmosphere of warmth, personal interest and positive emphasis, as well as a calm environment throughout the department.
21. Reviews and evaluates the department's workforce and makes recommendations to the department director or Administrator.
22. Maintains CONFIDENTIALITY of all patient/resident health information to ensure patient/resident rights are protected.
23. Coordinates social service activities with other departments as necessary.
24. Assists in setting appropriate standards for department personnel.
25. Reviews complaints and grievances and makes necessary oral/written reports to the department manager or Administrator.
26. Recommends department equipment and supply needs to the department director or Administrator.
27. Makes written and oral reports/recommendations to the department director or Administrator concerning the operation of the social service department.
28. Performs charting duties as necessary.
29. Works with emotional needs including assisting patient/resident/family with anxiety and stress caused by illness and admission to the facility, difficulties in coping with residual physical disabilities, fears related to helplessness and death and the need for institutional and specialized care.
30. Assists in providing solutions to social and practical environmental problems, including seeking financial assistance, discharge planning (including collaboration with community agencies) and providing referrals to other community agencies when specialized assistance is required.
31. Evaluates social and family information and assists in determining care plan for social treatment.
32. Interprets social, psychological and emotional needs of the patient/resident/family for the medical staff, attending physician and other patient/resident care team members.
33. Assists in obtaining resources from community social, health and welfare agencies to meet the needs of the patient/resident.
34. Provides consultation to members of facility staff, community agencies, etc., in efforts to solve the needs and problems of the patient/resident through the development of social service programs.
35. Participates in overall quality assessment and improvement program activities.

Other Duties:

1. As this job description is not intended to be all-inclusive, the employee will be expected to perform other essential functions and duties as assigned.

Standard Responsibilities:

1. Supports the Facility.
2. Is knowledgeable of patient/resident rights and promotes an atmosphere which allows for the privacy, dignity and well-being of all residents in a safe, secure environment.
3. Supports, cooperates with, and implements specific procedures and programs for:
 - A. Safety, including precautions and safe work practices, established fire/safety/disaster plans, risk management, and security, report and/or correct unsafe working conditions, equipment repair and maintenance needs.
 - B. Confidentiality and privacy of all data, including patient/resident, employee and operations data.
 - C. Compliance with all regulatory requirements.
 - D. Compliance with and enforcement of current law and policy to provide a work environment free from harassment and all illegal and discriminatory behavior.
4. Supports and participates in common teamwork:
 - A. Cooperates and works together with all co-workers; plan and complete job duties with minimal supervisory direction, including appropriate judgment.
 - B. Uses tactful, appropriate communications in sensitive and emotional situations.
 - C. Reports complaints, problems and concerns regarding co-workers, management or residents in accordance with company policy.
 - D. Promotes positive public relations with patients, residents, family members and guests.
 - E. Completes requirements for in-service training, acceptable attendance, uniform and dress codes including personal hygiene, and other work duties as assigned.
5. Agrees to comply with the Code of Conduct.

Employment Standards:

Education: Educational and licensure requirements are based on facility, location, and state regulation. Must possess, as a minimum, an Associate's Degree in a human services field or related social services experience.

Experience: Must have, as a minimum, one (1) year experience in a human services field in a hospital, skilled nursing care facility or other related medical facility.

Other: _____
Must have a reliable source of transportation.

Working Conditions:

Works in office areas as well as throughout the facility. Must be able to move about intermittently during working hours including standing, lifting, bending, stooping, twisting, pushing and pulling. Must be able to read, write and speak the English language. Must be able to transfer residents and assist in emergency evacuations. Interacts with residents, family members, staff, visitors, government agencies/ personnel, etc., under all conditions/ circumstances. Must be able to relate and work with the disabled, ill, elderly, emotionally upset and at times, hostile people within the facility. May be involved in community/civic health matters/ projects. May be exposed to infectious waste, diseases, conditions, etc., including exposure to the AIDS and hepatitis B viruses. Must be able to effectively communicate with the management staff, medical staff, nursing staff, and other unit supervisors. Maintains a liaison with residents, their families, support staff, etc. to assure that the residents' needs are continually met.

Receipt and Acknowledgment:

I acknowledge and understand that:

Receipt of the job description does not imply nor create a promise of employment, nor an employment contract of any kind. My employment is contingent upon acceptable job performance at all times.

The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements and, at this time, I know of no limitations that would prevent me from performing these functions with or without reasonable accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.

This job description is not intended to limit or modify the right of any supervisor to assign, direct, and control the work of employees under his/her direction. Job duties, tasks, work hours and work requirements may be changed at any time. I agree to follow the instructions and duties as directed by management.

Acceptable job performance includes completion of the job responsibilities as well as compliance with the policies, procedures, rules and regulations.

I have read the above position description and fully understand the requirements set forth therein. I hereby accept the position and agree to abide by the requirements set forth.

Employee Signature

Date

Manager/Supervisor Signature

Date