



SOCIAL SERVICES ASSISTANT

JOB DESCRIPTION	
Department	Social Services
Reports to	Nursing Home Administrator
Reporting to this position	None
Job Classification	Department Staff
Position Purpose	Assists in planning, organizing, implementing, and evaluating the overall operation of the facility's Social Services Department in accordance with current federal, state, and local standards, guidelines and regulations, and the facility's established policies and procedures.

Required Qualifications

All facilities must provide medically-related social services to residents. It is not required that a qualified social worker necessarily provide all of these services, except as required by State law. The regulations do not require a Social Worker when a facility has equal to or less than 120 beds. The Social Services Designee must possess:

- ❖ A minimum of a high school diploma or its equivalent.

Major Duties and Responsibilities

The Social Services Assistant will assist the Administrator in the planning, developing, organizing, implementing, evaluating, and directing of social services programs of this facility.

The Social Services Assistant will meet with administration, medical and nursing staff, and other related departments in planning social services, as directed.

The Social Service Assistant will participate in discharge planning, development and implementation of care plans and resident assessments.

The Social Services Assistant will encourage residents/responsible parties to participate in the development of their care plan, and invite them to care plan meetings accordingly.

The Social Services Assistant will assist residents in obtaining transportation to medical appointments, upon discharge, etc.

The Social Services Assistant will accurately and completely document social service actions and interactions in each resident's medical record.

The Social Services Assistant will assist with facility policy development and annual review in order to positively impact the quality of care delivered to residents.

The Social Services Assistant will assist the Social Services Director/Administrator in ensuring that staff members are knowledgeable about Resident's Rights and encourage staff to maintain and enhance each resident's dignity in recognition of each resident's individuality.

The Social Services Assistant will engage in Advance Care Planning for assigned residents upon admission, and make sure that any Advance Directives are reviewed with the resident/resident representative on a regular basis. The Social Worker will ensure that staff members are made aware of the resident's code status and end-of-life wishes and will assist with informing and educating residents and their representatives about health care options and ramifications.

The Social Services Assistant is responsible for overseeing the establishment of a Resident Council and responsible for its smooth operation and documentation such as meeting minutes and concerns expressed during the Council meetings.

The Social Services Assistant will advocate for residents and assist them in assertion of their rights within the facility. When there is an allegation of suspected abuse, neglect or exploitation, the Social Worker will report to the Social Services Director and/or Administrator and assist with reporting to the appropriate State agency, as well as completion of a thorough investigation as assigned.

The Social Services Assistant will ensure that residents who display mental illness, or psychosocial difficulties such as coping with grief and loss, have access to appropriate treatment and resources.

Additional Assigned Tasks

- ❖ Treats all residents with dignity and respect. Promotes and protects all residents' rights.
- ❖ Establishes a culture of compliance by adhering to all facility policies and procedures. Complies with standards of business conduct, and state/federal regulations and guidelines.
- ❖ Follows appropriate safety and hygiene measures at all times to protect residents and themselves.
- ❖ Maintains confidentiality of protected health information, including verbal, written, and electronic communications.
- ❖ Reports noncompliance with policies, procedures, regulations, or breaches in confidentiality to appropriate personnel. Reports any retaliation or discrimination to HR or compliance officer.
- ❖ Reports any allegations of abuse, neglect, misappropriation of property, exploitation, or mistreatment of residents to supervisor and/or administrator. Protects residents from abuse, and cooperates with all investigations.
- ❖ Reports any occupational exposures to blood, body fluids, infectious materials, and/or hazardous chemicals in accordance with facility policy.
- ❖ Participates in all life safety and emergency drills and trainings. Fulfills responsibilities as assigned during implementation or activation of the facility's emergency plan.
- ❖ Reports work-related injuries and illnesses immediately to supervisor.
- ❖ Follows established infection control policies and procedures.
- ❖ As a condition of employment, completes all assigned training and skills competency.
- ❖ Interviews residents and/or their responsible party to obtain the resident's social history.
- ❖ Makes arrangements for residents to obtain items such as clothing and personal care supplies.
- ❖ Assists residents in voicing and obtaining resolution to grievances. Reviews complaints and grievances made by the resident and makes a written/oral report to the Social Services Director and/or Administrator indicating what action(s) were taken to resolve the complaint or grievance. Follows facility's established procedures.

- ❖ Assists with, or arranges for, a resident's communication of needs through the resident's primary method of communication or in a language that the resident understands.
- ❖ Coordinates Social Services activities with other departments as needed.
- ❖ Performs administrative requirements, such as completing assigned reports, and submits them to the Social Services Director as required.
- ❖ Contributes to the facility efforts to maintain and/or improve quality of care through participation in the following:
 - Attends Care Plan meetings.
 - Serves as a member of the QAPI Committee if requested.
 - Serves as a member of the Behavior Management Committee if requested.
 - Attends Department Head/Standup Meetings as requested.
 - Attends mandatory in-services.

Personal Skills and Traits Desired/Physical Requirements/Working Conditions

- ❖ Ability to read, write, speak and understand the English language.
- ❖ Must be a supportive team member, contribute to and be an example of team work.
- ❖ Ability to make independent decisions when circumstances warrant such action.
- ❖ Ability to deal tactfully with personnel, residents, family members, visitors, government agencies/personnel and the general public.
- ❖ Must have patience, tact, and willingness to deal with difficult residents, family and staff.
- ❖ Must be able to relay information concerning a resident's condition.
- ❖ Must not pose a threat to the health and safety of other individuals in the workplace.
- ❖ Must be able to move intermittently throughout the workday.
- ❖ Meets general health requirements according to facility policy, including medical and physical exams and checking immunity status to various infectious diseases.
- ❖ Ability to work beyond normal working hours and on weekends and holidays when necessary.
- ❖ Ability to assist in evacuation of residents during emergency situations.
- ❖ Ability to bend, stoop, kneel, crouch, perform overhead lifting and perform other common physical movements as needed for the position.
- ❖ May be subject to falls, burns from equipment, and/or odors throughout the day; encounter reactions from dust, tobacco smoke, disinfectants, and other air contaminants.
- ❖ Subject to exposure to infectious waste, diseases and/or conditions which include AIDS, Coronavirus, Hepatitis B, and Tuberculosis.
- ❖ May be subject to hostile or emotional residents, family members, visitors or personnel.
- ❖ Effective verbal and written communication skills and ability to exercise judgement.
- ❖ Ability to maintain composure in stressful situations.
- ❖ Resourcefulness.
- ❖ Strong leadership skills.
- ❖ Maintain a positive attitude and possess the ability to work in stressful situations.
- ❖ Ability to coordinate meetings, as well as set and achieve goals.
- ❖ Ability to be organized and efficient.
- ❖ Basic computer skills.
- ❖ CPR licensed and trained in first aid.

Universal Precautions Risk Classification Categories:

1. Task may involve exposure to blood and/or body fluids.
2. Tasks do not involve contact with blood and/or body fluids but could result in performing category 1 task.
3. Task do not involve any risk of exposure to blood or body fluids.

*The classification for this description is a **Category 2**.

Compliance as a Condition of Employment and Performance Appraisal

Agreement to abide by all standards, policies, and procedures of the facility, including the facility's compliance and ethics program, is a condition of employment. Compliance will be a factor in evaluating job performance. Violations, including failure to report violations, will result in disciplinary action, up to and including termination.

This job description is intended to convey the general scope of the major duties and responsibilities inherent in this position. Other tasks not listed here may be assigned by the Administrator. Periodic revision may be necessary to reflect changes in expectations placed on long term care by various governmental agencies. This job description will be reviewed and/or revised annually and as needed.

Individual performance will be evaluated using the following scale:

1. **Unsatisfactory:** Achieves results which are far less than the standards identified for the performance factors rated.
2. **Needs Improvement:** Achieves results which are less than the standards identified for the performance factors rated. Exhibits the potential to become a competent performer. May be new to job or need skill development.
3. **Meets Standards:** Achieves results which meet the standards identified for the performance factors rated. This rating is the expected level of performance.
4. **Exceeds Standards:** Achieves results which usually exceed the standards identified for the performance factors rated.

Reasonable Accommodation Statement

Consistent with the Americans with Disabilities Act (ADA) and Alabama Civil Rights Laws, it is the policy of Generations of Red Bay to provide reasonable accommodation when requested by a qualified applicant or employee with a disability, unless such accommodation would cause an undue hardship. The policy regarding requests for reasonable accommodation applies to all aspects of employment, including the application process. If reasonable accommodation is needed, please contact Human Resources.

EMPLOYEE ACKNOWLEDGEMENT

I have read the above job description and understand the requirements and expectations of the position of Social Services Assistant at Generations of Red Bay.

Employee's Signature

Date

Administrator's Signature

Date