



# SOCIAL SERVICES DIRECTOR

JOB DESCRIPTION	
<b>Department</b>	Social Services
<b>Reports to</b>	Nursing Home Administrator
<b>Reporting to this position</b>	Social Worker, Social Services Assistant, Social Services Designee, Transport Aides
<b>Job Classification</b>	Department Manager
<b>Position Purpose</b>	Plans, organizes, supervises and directs all administrative and operational activities of the 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. Any facility with more than 120 beds must employ a qualified social worker on a full-time basis. The social services department must be directed by a qualified professional social worker who has:

- ❖ A minimum of a bachelor's degree in social work or another human services field to include, but not limited to, sociology, gerontology, special education, rehabilitation counseling, or psychology.
- ❖ One year of supervised social work experience in a health care setting working directly with individuals.

## Major Duties and Responsibilities

The Social Services Director is responsible for overseeing the development, implementation, supervision and ongoing evaluation of the Social Services Department designed to meet and assist residents in attaining or maintaining their highest practicable well-being. This includes identifying the need for medically-related social services and ensuring that these services are provided in accordance with State and Federal regulations.

The Social Services Director will complete and/or direct/delegate the completion of the social services component of the comprehensive assessment. The Social Services Director will also contribute to and/or direct/delegate contribution of social services goals and approaches to the comprehensive care plan. These goals and interventions will be individualized to match the skills, abilities, and interests/preferences of each resident in compliance with Federal and State regulations, to include identifying and promoting individualized, non-pharmacological approaches to care that meet the mental and psychosocial needs of each resident.

Directing the Social Services department includes overseeing preadmission services for inbound residents, to include participation in interdisciplinary evaluation of residents needs for institutional care and completion of the PASARR Level I.

The Social Services Director will facilitate residents' safe transition back into the community through interdisciplinary discharge planning and arrangement of community based services and follow-up care. The Director will also assist residents and their representatives in locating and accessing financial, legal, and other community resources.

The Social Services Director will coordinate implementation and oversight of procedures to ensure social services actions and interactions are adequately documented in each resident's medical record, and that legal, ethical, and professional standards of social work practice and being upheld in written recordings.

The Social Services Director is responsible for overseeing the establishment of departmental QA procedures and modification of those procedures where appropriate.

The Social Services Director will oversee the process of Advance Care Planning for each resident upon admission, and make sure that any Advance Directives are reviewed with the resident/ resident representative on a regular basis. The Director 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 Director will assist residents in voicing and obtaining resolution to grievances. The Director will review complaints and grievances made by the resident and make a written report indicating what action(s) were taken to resolve the complaint or grievance. The Director will also gather grievance reports from other Social Services staff and ensure follow through and resolution has been completed as per facility policy. The Director will track grievance trends and report findings as part of the facility's QAPI program as requested.

The Social Services Director will participate in facility policy development in order to positively impact the quality of care delivered to residents.

The Social Services Director 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 Director ensures that staff members are knowledgeable about Resident's Rights and encourages staff to maintain and enhance each resident's dignity in recognition of each resident's individuality. The Director will also 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 Services Director will report to the Administrator and appropriate State agency, as well as will lead a thorough investigation into the allegation.

The Social Services Director will ensure that residents who display mental illness, or psychosocial difficulties such as coping with grief and loss, will 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 obtaining transportation to medical appointments, upon discharge, etc.
- ❖ Acts as a resource for staff participating in behavioral interventions with residents.
- ❖ Participates in Resident and/or Family Council as needed or requested.
- ❖ 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.
- ❖ Participates with the Administrator in developing a budget.
- ❖ 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.
  - Serves as a member of the Behavior Management Committee.
  - Attends Department Head/Stand Up Meetings.
  - Attends mandatory in-services.
  - Successfully completes the facility required training, and any Social Work continuing education and licensing requirements.

### **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.
- ❖ Positive attitude.
- ❖ Ability to coordinate and conduct meetings, 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 Director at Generations of Red Bay.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Administrator's Signature

\_\_\_\_\_  
Date