**TITLE: Social Service Assistant**

**REPORTS TO: Director of Social Services**

**METHOD OF PAY: Hourly**

**PURPOSE OF POSITION:**

The primary purpose of your job position is to assist in planning, developing, organizing, implementing, 'evaluating, and directing social service programs in accordance with current existing federal, state, and local standards, as well as our established policies and procedures, to assure that the medically related emotional and social needs of the resident are met/maintained on an individual basis. As Social Service Assistant, you are delegated the administrative authority, responsibility, and accountability necessary for carrying out your assigned duties.

**EDUCATION / EXPERIENCE:**

1. Must possess, as a minimum, a high school diploma or its equivalent.
2. In a facility with more than 120 beds, must be licensed social worker with bachelor’s degree in social work or human services in such fields as sociology, special education, rehab counseling or psychology.

**PHYSICAL REQUIREMENTS:** (with or without the aid of mechanical devices)

1. Must be able to move intermittently throughout the work day.
2. Must be able to speak and write the English language in an understandable manner.
3. Must be able tocope with the mental and emotional stress of the position.
4. Must possess sight/hearing senses or use prosthetics that will enable these senses to function adequately so that the requirements of this position can be fully met.
5. Must function independently, have flexibility, personal integrity, and the ability to work effectively with residents, personnel, and support agencies.
6. Must meet the general health requirements set forth by the policies of this facility which include a medical and physical examination.
7. Must be able to relate to and work with ill, disabled, elderly, emotionally upset, and, at times, hostile people within the facility.
8. May be necessary to assist in the evacuation of residents during emergency situations.

**EXPECTATIONS:**

**Every effort has been made to identify the essential functions of this position. However, it in no way states or implies that these are the only duties you will be required to perform. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or is an essential function of the position.**

Magnolia Manor, Inc. has embraced the concept of *Servant Leadership* and is committed to its implementation company-wide*.* Servant Leadership is all about building a workplace community that cares about and serves others, a workplace that creates a sense of shared responsibility where all employees feel they are valued and are an integral part of our organization. Employees must be willing to become a part of the “Servant Leadership Team”, dedicated to continuous improvement in developing and demonstrating the servant leadership characteristics:

Patience Showing self-control

Kindness Giving attention, appreciation, and encouragement

Humility Being authentic, not thinking less of yourself, but thinking of yourself less

Respectfulness Treating others as important people

Selflessness Meeting the needs of others

Forgiveness Giving up resentment when wronged

Honesty Being free from deception

Commitment Sticking to your choices

*Administrative Functions*

1. Assist the Social Service Director/Consultant in the planning, developing, organizing, implementing, evaluating, and directing of the social service programs of this facility.
2. Assist in the development, administering, and coordinating of department policies and procedures.
3. Assist in developing and implementing policies and procedures for identifying the medically related social and emotional needs of the resident.
4. Participate in community planning related to the interests of the facility and the services and needs of the resident and family. Will be part of the admission process.
5. Participate in discharge planning, development and implementation of social care plans and resident assessments.
6. Maintain appropriate social service records, including a Social History, Social Assessment, Discharge Plan and Progress notes with follow-up on social service needs identified on the Plan of Care.
7. Periodic updates are required for each of these records except the social history.
8. Interview residents/families as necessary and in a private setting.
9. Orient the res\dent and family to the nursing home environment and assist in the adjustment of both through individual and group programs.
10. Actively participate in Interdisciplinary Care Plan Conference.
11. Promote resident and family participation in Interdisciplinary Resident Care Plan Conference.
12. Identify and promote a supportive family network, including notification (with resident's permission) to the family when important changes in resident health or well-being occur.
13. Develop a social service plan of care which identifies medically related social and emotional problems and needs with realistic goals and specific actions to be taken.
14. Assure that resident's personal care needs are met by arranging for shopping and/or appropriate appointments (e.g. dental care, eye care, hearing services).
15. Perform administrative requirements, such as completing necessary forms, reports, etc., and submitting such to the Director.
16. Involve the resident/family in planning social service programs when possible.
17. Assist in arranging transportation to other facilities when necessary. Refer resident/families to appropriate social service agencies when the facility does not provide the services or needs of the resident.
18. Provide information to resident/families as to medicare / medicaid, and other financial assistance programs available to the resident.
19. Assist in completing forms and making arrangements for assistance provided by federal, state, community, and veteran’s agencies.
20. Assist residents in determining how they would like health care decisions, including the use of Advance Directives, if desired by the resident.
21. Provide information on DNR orders to the resident and family members.
22. Record and maintain regular Social Service progress notes indicating response to the treatment plan and/or adjustment to institutional life. These notes include initial assessments of needs and quarterly updated assessments.
23. Interview residents or family members as necessary to obtain a social history.
24. Maintain a quality working relationship with the medical profession and other health related facilities and organizations.
25. Compile information on discharge plans.
26. Coordinate social service activities with other departments as necessary.
27. Work with the facility's consultants as necessary and implement recommended changes as required.
28. Make routine visits to residents and perform services as necessary.
29. Maintain contact with the resident's family, involving them with non-medical progress reports as necessary.
30. Coordinate room changes according to procedure.
31. Assist with setting up family support group and attend monthly meetings.
32. Assist in making appointments for the resident/family as requested or appropriate.
33. Perform charting duties as necessary.
34. Work with emotional problems including assisting resident/family with anxieties 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.
35. Assist in providing solutions for social and practical environmental problems including seeking financial assistance, discharge planning (including collaboration with community agencies), and referrals to other community agencies when specialized assistance is required.
36. Evaluate social and family information and assist in determining plan for social treatment.
37. Assist in interpreting social, psychological, and emotional needs of the resident/family to the medical staff, attending physician, and other resident care team members.
38. Assist in obtaining resources from community social, health and welfare agencies to meet the needs of the resident.
39. Provide consultation to members of our staff, community agencies, etc., in efforts to solve the needs and problems of the resident through the development of social service programs.
40. Maintain high level of visibility in the facility; be known to residents and family members; be available as needed by family.
41. Others as deemed necessary and appropriate, or as may be directed by the consultant or Administrator.

*Committee Functions*

1. Serve on various committees of the facility as appointed.
2. Meet with department personnel, on a regularly scheduled basis, to assist in identifying and correcting problem areas, and/or the improvement of services.

*Personnel Functions*

1. Develop and maintain a good working rapport with other departments within the facility, and outside community health, welfare and social agencies, to assure that social service programs can be properly maintained to meet the needs of the residents.
2. Create and maintain an atmosphere of warmth, personal interest and positive emphasis, as well as a calm environment throughout the department.
3. Report occupational exposures to blood, body fluids, infectious materials and hazardous chemicals to your supervisor.

*Staff Development*

1. Attends regularly scheduled orientation and in-service training programs in relation to the social, emotional and medical needs of the residents.
2. Attend and participate in professional activities and programs.
3. Participate and assist in departmental studies and projects as assigned, or that may become necessary.
4. Attend and participate in appropriate in-service training programs prior to performing tasks that may result in exposure to blood, body fluids, infectious materials, or hazardous chemicals.
5. Attend annual OSHA and CDC in-service training programs for hazard communication, TB management, and blood borne pathogens standard.

*Safety and Sanitation*

1. Report all incidents/accidents immediately. Report all unsafe/hazardous conditions/equipment immediately.
2. Participate in fire safety and disaster preparedness drills.
3. Use protective clothing/devices when handling infectious waste and/or blood/body fluids.
4. Report missing/illegible labels and MSDSs to your supervisor.

*Equipment and Supply Functions*

Recommend to the Director the equipment and supply needs of the department.

*Budget and Planning Functions*

Assist in the development of the department's budget.

 *Resident Rights*

1. Maintain confidentiality of all pertinent resident care information.
2. Knock before entering a resident's room. Review complaints and grievances made by the resident and make a written/oral report to the Director indicating what action(s) were taken to resolve the complaint or grievance.
3. Follow facility's established procedures. Inform the resident/family of the resident's personal and property rights.
4. Assist resident with information concerning resident rights, living wills, etc.

*Working Conditions*

1. Works in office areas as well as throughout the facility.
2. Moves intermittently during working hours.
3. Is subject to frequent interruptions.
4. Is involved with residents, personnel, visitors, government agencies/personnel, etc., under all conditions and circumstances.
5. Is subject to hostile and emotionally upset residents, family members, etc.
6. Communicates with the medical staff, nursing service, and other department supervisors.
7. Works beyond normal working hours, on weekends, and in other positions temporarily, when necessary.
8. Is subject to call-back during emergency conditions (e.g., severe weather, evacuation, post disaster, etc.).
9. Attends and participates in continuing educational programs.
10. Is subject to injury from falls, odors, etc., throughout the work day, as well as to reactions from dust, disinfectants, tobacco smoke, and other air contaminants.
11. Is subject to exposure to infectious waste, diseases, conditions, etc., including TB and the AIDS and Hepatitis B viruses.
12. Maintains a liaison with other department supervisors to adequately plan for social services/activities.
13. May be subject to the handling of and exposure to hazardous chemicals.

*Specific Requirements*

1. Must be able to read, write, speak, and understand the English language.
2. Must possess the ability to make independent decisions when circumstances warrant such action.
3. Must possess the ability to deal tactfully with personnel, residents, family members, visitors, government agencies/personnel and the general public.
4. Must possess leadership ability and willingness to work harmoniously with other personnel.
5. Must have patience, tact, cheerful disposition and enthusiasm, as well as be willing to handle residents based on whatever maturity level in which they are currently functioning.
6. Must possess the ability to seek out new methods and principles and be willing to incorporate them into existing social services.
7. Must not pose a direct threat to the health or safety of the individuals in the workplace.

*Other:*

1. You are expected to follow the policies set forth in the employee handbook.
2. Must be without conviction of any criminal offense that would prohibit employment in a nursing facility or exclusion from participation in any Federal health care programs.

ACKNOWLEDGMENT

I have read this job description and fully understand the requirements set forth therein. I hereby accept the position of **Social Service Assistant** and agree to perform the identified essential functions in a safe manner and in accordance with the facility's established procedures. I understand that as a result of my employment, I may be exposed to blood, body fluids, infectious diseases, air contaminants (including tobacco smoke), and hazardous chemicals and that the facility will provide to me instructions on how to prevent and control such exposures. I further understand that I may also be exposed to the Hepatitis B Vims and that the facility will make available to me, free of charge, the hepatitis B vaccination.

I understand that my employment is at-will, and thereby understand that my employment may be terminated at-will either by the facility or myself and that such termination can be made with or without notice.

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Date Signature -Social Service Assistant

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Date Signature -Social Service Director