



JOB DESCRIPTION #27.1

TITLE: Director of Social Service

FUNCTIONAL TITLE: Director of Social Service

JOB CATEGORY: Social Service

REPORTS TO: Administrator

BASIC FUNCTIONS: Coordinates and supervises social work services provided to residents and their families. Is responsible for the completion of required documentation. Assesses and coordinates admissions and referrals to the facility. The Director of Social Service is responsible for the overall admission process of the facility. Communicates effectively with residents, families, visitors, co-workers, physicians and other employees. Supervises social workers; coordinates admissions.

QUALIFICATIONS: Massachusetts LCSW or LICSW. Master's degree in social work. Two (2) to three (3) years experience in healthcare and one year of supervisory experience preferred. One year of experience in long-term or sub-acute care preferred along with training and/or experience in developmental disabilities.

SCHEDULE: Full-time position with varying hours as required.

RESPONSIBILITIES AND OBJECTIVES:

- Manages the Social Service Department effectively and efficiently.
- Develops and maintains written Social Service and Resident Rights policies and procedures.
- Participates in all surveys and reviews and develops an action plan for any areas of concern noted in DPH, DOE and Customer Satisfaction surveys.
- Develops, implements and maintains an on-going Performance Improvement Program for the Social Service Department.
- Coordinates social service activities with other departments as necessary.
- Serves on and participates in various committees in the facility as required and as appointed by the Administrator.
- Supports interdepartmental collegiality and professionalism in order to assure that services are properly maintained to meet the needs of the residents and their families.

- Follows organizational policies and procedures including, but not limited to, Resident Rights and confidentiality.
- Demonstrates flexibility in meeting facility and department needs.
- Coordinates and assesses potential admissions for clinical needs and the facility's ability to meet the needs; admits residents in a timely manner.
- Manages the flow of information and interviews residents, families and agencies to obtain any pertinent clinical and psychosocial data.
- Assures that all social service documentation is completed in a timely manner and in accordance with all pertinent regulations and established departmental standards.
- Sees that completed assessments of the psychosocial needs of all residents are in place.
- Assures that written psychosocial needs and plans of care that identify problems/needs of the resident and the goals to be accomplished are completed and reviewed as necessary but, at least quarterly.
- Assures that a social worker is present at all Interdisciplinary Team Care Planning meetings.
- Arranges discharge planning as needed.
- Schedules and maintains adequate staff and department expenditures within budget parameters.
- Makes timely adjustments to conform to budget requirements or as dictated by analysis of monthly operating statement.
- Recruits, interviews, hires and trains competent staff.
- Reviews and monitors social service personnel in a timely manner and makes necessary adjustments as needed.
- Develops, implements and maintains an effective orientation program that orients the new employee to the department, its policies and procedures and to the position and duties.

EXPECTATIONS:

- To carry out all responsibilities professionally and efficiently.
- To work in harmony and in support of the Seven Hills Foundation operating subsidiaries.
- Maintains confidentiality of all pertinent resident care information.

- Is knowledgeable of facility and state mandatory reporting practices regarding any suspected cases of abuse, mistreatment, neglect or misappropriation.
- Reports all grievances/complaints made by the residents' families to the Administrator. Records and tracks grievances/complaints by families, residents, visitors or staff.
- Ensures that all residents are treated fairly with kindness, dignity and respect.
- Plans and assists in presenting Resident Rights in-service training for all staff and new employees.
- Responsible for re-licensure per federal and state regulations.
- Compliance with CEU requirements and facility-mandated in-services.

PHYSICAL REQUIREMENTS: Physical health sufficient to meet the ergonomic standards and demands of the position and its location. Frequently moves throughout the facility. May be exposed to contagious diseases.

STATUS: Exempt

I have read and understand my job description

Employee

Date

Employee Printed Name

Supervisor

Date