

# SOUTHWOOD PSYCHIATRIC HOSPITAL

## Job Description

**POSITION TITLE:** Social Service Coordinator (Therapist)  
**DEPARTMENT/UNIT:** Inpatient Services  
**RESPONSIBLE TO:** Director of Social Work  
**FSLA:** Non - Exempt

### **POSITION SUMMARY:**

The Social Service Coordinator is responsible for providing clinical social services for assigned children, adolescents, and their families. The responsibilities include planning appropriate aftercare services for residents, providing educational services to families regarding the resident's impairment and potential, and facilitating appropriate interpersonal relationships between the resident and his/her family and peers. Overall coordination of continuity through the continuum of care is expected.

### **MINIMUM REQUIRED EDUCATION/EXPERIENCE/SKILLS:**

1. Master's Degree in Human Services or a Master's Degree with appropriate psychiatric experience.
2. Two years experience as a mental health provider on a residential or related service unit.
3. Therapeutic Crisis Intervention (TCI) certification must be maintained to include annual refresher.
4. CPR certification renewed bi-annually or upon expiration of certification.
5. Must be knowledgeable of the developmental stages and behaviors for age group of assigned clients
6. Maintains competence in identified universal, core and critical competencies.
7. Valid Act 34/34 clearances
8. Knowledge of group dynamics preferred
9. Must meet job competencies within 90 days of hire.
10. The physical demands for this job are as follows:

**Medium Work** - Medium work is defined as lifting **50 lbs.** maximum with frequent lifting and/or carrying of objects weighing up to **35 lbs.**

Reaching, handling, fingering and/or feeling:

1. Reaching: Extended the hands and arms in any direction.
2. Handling: Seizing, holding, grasping, turning, or otherwise working with the hand or hands (fingering not involved)
3. Fingering: Picking, pinching or otherwise working with the fingers primarily (rather than with the whole hand or arm as handling)
4. Feeling: Perceiving such attributes of objects and materials as size, shape, temperature and or texture, by means of receptors in the skin, particularly those of the fingertips.

Talking and/or hearing is required:

1. Talking: Expressing or exchanging ideas by means of the spoken word.
2. Hearing: Perceiving the nature of sounds by the ear.

Seeing is required:

1. Must be able to read and write.

Mobility is required:

1. Must be able to kneel on the floor (CPR)
2. Must be able to assist in physical restraint of residents (TCI)

1. The worker is exposed to the following environmental conditions:

Inside: Protection from weather conditions but not necessarily from temperature changes. The worker spends approximately 75 percent or more of the time inside.

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## **Specific Performance Components**

### **A. Safety**

1. Demonstrates understanding of the potential risks and, at all times, performs duties in a manner that ensures resident and staff safety
2. Demonstrates emergency procedure to implement in the event of an emergency (cardiac arrest, tornado, fire, disaster, etc.)
3. Locates fire fighting equipment, fire exits, and evacuation routes on each unit

### **B. Professional Development**

1. Assumes basic responsibility for own learning
2. Demonstrates professional relationships with all team members
3. Utilizes established departmental and intra-unit communication lines

### **C. Adheres to Southwood Mission statement, values and service philosophy**

### **D. Follows general hospital policies, procedures and Department specific regulations**

### **E. Verbalizes an understanding of job description, competency and performance evaluations**

### **F. Articulates internal customer service strategy**

### **G. Displays excellent customer service to the internal and external customer**

### **H. Completes all necessary forms to report a work-related injury on the same day as the injury, where possible**

### **I. Completes and submits timely work-related injuries/incidents documentation**

## **Unit Specific Performance Objectives**

1. Complete resident and family assessment, or social history, and documents in a timely manner.
2. Actively participates in treatment team planning meetings.
3. Complete disposition planning and documents in progress record as indicated.
4. Along with the Case Manager, serves as direct contact for referral and placement resources, maintains close communication with such resources, and invites appropriate representatives to case conferences and interagency meetings in a timely fashion. All contact with the referral and placement resources, as well as the families of admitted patients must be made within 3 hours of admission. The Social Service Coordinator is responsible for the overall coordination of services and continuum of care.
5. Display excellence in customer service skills, returning all phone calls from internal staff members and external customers (i.e. parents, schools, referral sources, etc.) within 24 hours.
6. Coordinate court commitment procedures including preparation of relevant documentation, communication with mental health agencies, and provide testimony at commitment hearings as necessary.
7. Prepare and present oral and written clinical reports, maintains up-to-date documentation in progress records, and meets with and document family contact in a timely manner.
8. Participate in the development of psychoeducational groups for families, and acts as facilitator for multi-family groups on a weekly basis.
9. Have a knowledge base of DSM IV and its usage.
10. General knowledge of substance abuse issues.
11. Knowledge of age specific growth and development.
12. Ability to address cultural diversity and specific patient/family issues.
13. Participate in interdepartmental and case management meetings as required and requested by the Program Manager.
14. Participates in monitoring aftercare as requested.
15. Maintains competence in identified universal core and critical competencies.

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- 16. Performs other duties as assigned.
- 17. Rotating on-call schedule.

**General Performance Components**

- A. Appearance
  - 1. Is clean, neat, and observes hospital dress code at all times.
  - 2. Wears identification tag at all times.
- B. Aptitude
  - 1. Performs duties in an independent manner with minimal direct supervision.
  - 2. Manages time efficiently/effectively to complete assignments.
  - 3. Recognizes and performs duties which need to be performed even though not directly assigned.
  - 4. Willing to assist on special projects.
  - 5. Improves knowledge/skill as necessary for effective decision-making in performance of duties.
  - 6. Participates in problem solving/resolution by offering suggestions.
- C. Attendance
  - 1. Does not abuse or take advantage of sick time or personal days.
  - 2. Is punctual and provides proper notification for absence or tardiness.
  - 3. Takes corrective action to prevent recurring absences.
  - 4. Completes all hospital mandatory requirements in a timely manner.
- D. Interpersonal Behavior
  - 1. Is courteous to and considerate of others.
  - 2. Adapts to change and is flexible.
  - 3. Works cooperatively with others.
  - 4. Utilizes effective communication skills in understanding others and expressing self.
  - 5. Adheres to hospital policies and procedures in a positive manner
  - 6. Exhibits mature adult behavior
  - 7. Projects a favorable and positive image of the hospital at all times
  - 8. Is receptive to supervision and constructive criticism

The physical requirements described herein are representative of those which must be met by an employee to successfully perform the primary functions of this job. Reasonable accommodations may be made to enable individuals with disabilities, who are otherwise qualified, to perform the primary functions.

I can fulfill the job requirements as stated in the job description

- A) \_\_\_\_\_ without specific accommodations
- B) \_\_\_\_\_ with specific accommodations. If so please explain:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness Signature

\_\_\_\_\_  
Date

The specific statements shown in this description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to successfully perform the job.