



Manager, Social Services Job Description

Job Details

Title: Manager, Social Services
Department: Social Services
Reports to: Director ADHC
Division: LIFE Programs

Classification: Exempt
Job Code: 510
Revised: 6/1/2016

Job Summary

Supervises and directs social services department in accordance with accepted social work practice. Responsible for development and maintenance of departmental policies, procedures, and budget. In addition, performs functions of social worker including, interdisciplinary care team member, development of participant care plans, participant advocate, educate participants', participants' families and staff as relates to bio/psycho/social needs.

Competencies (Demonstrates competence in the following)

- Building Trust- Interacting with others in a way that gives them confidence in one's intentions and those of the organization.
- Communication-Excellent at clearly conveying information and ideas through a variety of media.
- Contributing to Team Success-Ability to participate as a member of a team to move the team toward the completion of goals.
- Customer Focus-Ensures that the customer perspective is a driving force behind business decisions and activities.
- Decision Making-Ability to identify and understand issues, problems, and opportunities.

- Adaptability-Maintains effectiveness when experiencing major changes in work responsibilities or environment.
- Coaching- Provide timely guidance and feedback to help others strengthen specific knowledge, and level of proficiency by seeking and giving information and checking for understanding.
- Continuous Improvement-Originating action to improve existing conditions and processes; identifying improvement opportunities, generating ideas, and implementing solutions.
- Delegating Responsibility- Allocating decision-making authority and/or task responsibility to appropriate others to maximize the organization's and individual's effectiveness.
- Driving for Results- Setting high goals for personal and group accomplishment; using measurement methods to monitor progress toward goals; tenaciously working to meet or exceed goals while deriving satisfaction from that achievement and continuous improvement.
- Planning and Organizing- Establishing courses of action of self and others to ensure that work is completed efficiently.
- Selecting Talent- Evaluating and selecting internal and external talent to ensure the best match between the individual and the work requirements.

- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.

Essential Functions and Responsibilities

- Develops and implements departmental policies and procedures.
- Develops and works within yearly budget.
- Maintain scheduling of social services department staff and on-call schedule.
- Obtain social history and social service assessment upon admission, semi-annually and if condition change dictates.
- Completes all assessments and reassessments as scheduled.
- Identify problems as related to participants' bio/psycho/social well-being, and insure that those needs are being met.
- Facilitate family meetings as needed, i.e. chaplaincy, etc.
- Facilitates ethics committee meetings.
- Assist participants and families with completing powers of attorney.
- Assist participants with applications for various entitlement programs, such as PACE, energy assistance programs, etc.
- Determines participant and family needs related to social support, financial support, counseling and housing.
- Confers with participant and family goals and expectations.



- Coordinates the completion of participants' health care wishes and advance directives in cooperation with their primary care physician, the participant and their family.
- Provides discharge planning in the event of disenrollment.
- Acts as participant advocate and liaison between participant and various governmental and private agencies in order to maximize the participant's support network and obtain needed services.
- Acts as participant advocate and liaison between participant, family and Care Team.
- Provides leadership within the Care Team to ensure continuity and coordination of care and for staff development.
- In cooperation with the Coordinator of Quality Management participates in the Quality Management Program to support continued performance improvement.
- Establish and maintain contact with participants' family (with participant permission) to report on such things as changes in health, current goals, discharge planning and encourage participation in care planning.
- Promote each participants dignity and rights in full recognition of the participants' individuality through education of staff, families and the community.
- Provide counseling support as necessary, including strengthening communications between participants, their families and significant others, including staff.
- Process transfers, discharges and disenrollment's providing documentation on the medical record as appropriate.
- Review and communicate bio/psycho/social changes to team members as needed.
- Attend and participate in participant interdisciplinary care planning meetings.
- Participate in meetings, committees, in services, orientation, etc., as required.
- Problem solves with department social workers on difficult cases.
- Ability to deal with stressful, end of life situations in a professional, compassionate manner.
- SUPERVISORY RESPONSIBILITIES: Directly supervises employees in the Social Services Department. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
- Performs other duties and responsibilities as assigned.

Educational Requirements

Master's degree (MSW) and at least one year supervisory experience. 2 years community care experience preferred.

Experience & Knowledge

At least one year experience with a frail or elderly population.

Other Skills and Abilities

Working knowledge of computers, Microsoft Word and Excel required.

Language Skills

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit; stand; walk; turn (knee/waist/neck) use leg/foot to manipulate foot controls/pedals, use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear. The employee frequently is required to stoop, kneel, crouch, and climb.



The employee is occasionally required to crawl, kneel or balance, and taste or smell. The employee must regularly assist in lifting/carrying, pushing/pulling and moving and supporting participants across care settings, at any weight, using appropriate assistance and/or mechanical equipment.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee occasionally works near moving mechanical parts; in outside weather conditions and is occasionally exposed to wet and/or humid conditions.

The noise level in the work environment is usually moderate.

Legal Compliance

The employee performs within the prescribed limits of the organization's ethics and compliance program. The employee is responsible to detect, observe and report compliance variances to their immediate supervisor, administration, Compliance Officer or compliance hot line.

All employees of the LIFE-Program are required to comply with the LIFE-Program regulatory requirements established by federal and state governments. In addition, all employees who have contact with participants are expected to promote the Participant Bill of Rights and Responsibilities and understand the basic procedures for receiving and documenting grievances in order to initiate the appropriate process for participant concerns. Each employee also is responsible for understanding their role in the emergency preparedness plan, adhering to the agency's infection control plan and participating in quality improvement initiatives.

Job Description Acknowledgement

The above noted job description is not intended to describe, in detail, the multitude of tasks that may be assigned but rather to give a general sense of the responsibilities and expectations of the position. As the nature of business demands change, so too, may the essential functions of this position.

I have read and understand the functions and requirements of this position. I understand that this is not to be considered as an exhaustive statement of duties, responsibilities or requirements and does not limit the assignment of additional duties for this position.

Signature

Date