

# Christian Health Care Center

**Mission:** *Providing skilled health care services with compassion and love in Christ's name.*

## JOB DESCRIPTION

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**TITLE:** Social Worker  
**REPORTS TO:** Social Services Director  
**FLSA STATUS:** Non-Exempt, Hourly

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**JOB SUMMARY:** This position is responsible for coordinating the admissions process and providing social services to residents and their families by assisting them with psychosocial issues including financial, emotional, spiritual, cognitive and other assistance as needed.

### **ESSENTIAL JOB FUNCTIONS:**

#### **Social Services Duties:**

1. Welcomes and performs initial assessment of new residents within 48 to 72 hours of admission.
2. May accompany nursing department on home pre-admissions assessments as requested.
3. Completes all assigned sections of the MDS within specified timeframes.
4. Collects information in order to formulate the social history and assessment and contribute to the resident care plan. This may include interviewing family, friends and community agency representatives and utilizing clinical records in order to complete these documents.
5. Assesses resident Medicare eligibility, facilitates completion of forms as needed. Acts as a liaison with DSHS financial workers as needed.
6. Contributes as an integral member of the interdisciplinary resident care plan conference. Identifies specific resident issues and advocates for resident to contribute to resident's overall care and genuine well-being.
7. Attends and participates in the psychotropic drug management for the residents.
8. Identifies and refers residents needing professional mental health assistance. Acts as the liaison with CHCC's mental health professional.
9. Writes quarterly summaries, and other progress notes as needed. Quarterly summaries should document progress toward social service oriented goals and assist to communicate with interdisciplinary team in providing ongoing quality resident care.
10. Initiates and/or participates in the development of the written discharge plan which identifies the resident's specific need to be in the facility and if the resident is expected to be able to function in a more independent setting.
11. Coordinates post discharge planning which may include referrals to home health community agencies.
12. Establishes and maintains good rapport with residents and provides behavioral intervention and counseling as needed.
13. Provides "active listening" therapy with residents who express the need to talk with a supportive individual.
14. Attends Resident Council and Family Council meetings to listen to resident and family concerns and clarify issues or help to facilitate change. Regularly presents Resident Rights information and other relevant information to residents and families.

15. Acts as a liaison with the facilities Ombudsman and offers to contact the Ombudsman as needed.
16. Offers to initiate a grievance for the resident or family member when applicable. Coordinates investigation and logs complaints.
17. Participates in Resident Council meetings as needed.
18. Contacts and collaborates with various other community agencies for the purpose of resident referrals.
19. Assists residents with participation in individual and group programs to ensure programs are utilized to full extend possible.
20. Proactively identifies any impediments to optimal resident care or well-being.
21. Manages the lost and found reports and maintains log of lost items.

### **Admissions Duties:**

1. Receives intake on prospective admissions and inquiries about facility in-person, on the phone, via Hinet, by e-mail or fax; provides facility tours for prospective patients, family/support systems and other interested parties.
2. Attends daily PPS meetings to provide information regarding admissions for each day.
3. Completes intake form to identify all necessary aspects of information to address appropriate placement.
4. Communicates with facility departments regarding pending and scheduled admissions and disseminates paperwork.
5. Verifies primary physician prior to admission arrangements (or verify that hospital discharge planner has completed verification). If patient does not have a primary physician arranges for Medical Director to be primary physician.
6. Maintains contact with referral sources as needed to assure all needed information, orders and such are in place prior to arrival of the admission.
7. Alerts CHCC staff to areas where they can assist in a smooth and successful transition.
8. Receives and documents all potential facility admission inquiries.
9. Acts as a liaison with referring agencies, organizations and institutions.
10. Maintains a waiting list for those prospective admissions seeking placement.
11. Maintains standards of non-discrimination by addressing prospective admissions without consideration to race, religious belief, gender, or Medicaid (or potential) eligibility.
12. Completes financial paperwork with patient, family, guardian or power of attorney. Distributes paperwork to appropriate departments.
13. Assist in representing CHCC at various community events (i.e., Senior Days at the Park and Care Givers Conference) as assigned.

### **OTHER JOB FUNCTIONS:**

22. Provides back-up for the Admissions Coordinator as needed.
23. Reviews and processes comments provided in the anonymous "suggestion box" once a week.
24. Assists in the support of company-sponsored events, activities, and functions.
25. Participates in continuing education programs to maintain and upgrade social service skills.
26. Performs special projects as assigned.

### **WORKING CONDITIONS AND EQUIPMENT USED:**

Work is performed in a fast-paced patient/resident environment with frequent interruptions. Incumbent must be team-oriented and work collaboratively with

staff, demonstrating excellent communication skills. Incumbent must be able to effectively utilize computers and various software, computer printers, photocopier, telephone system (multiple line), and fax. Occasional travel to other local offices may be required. Travel outside local area may be needed to attend seminars or conferences. Incumbent is expected to be flexible to respond to 24-hour emergency needs.

### **QUALIFICATIONS:**

#### **Knowledge, skills and ability to:**

- General knowledge of long-term care Medicare rules and ability to relay related information to resident's family.
- Demonstrated interest, skills and ability in working with and understanding the needs of institutionalized older adults and developmentally disabled populations.
- Excellent verbal and written communication skills; ability to convey information effectively.
- Demonstrated active listening skills.
- Strong problem solving skills; ability to identify resident and family issues and assist in resolution.
- Strong organizational skills and attention to detail.
- Establish and maintain constructive relationships with residents and their families, community, and other departments.
- Ability to maintain strict resident/patient confidentiality.
- Proficient with various software (Microsoft Word, Excel, and Outlook).

#### **Education and Experience:**

- BA in Social Work or 3 or more years experience as a Social Worker.
- Experience in long-term care services to the geriatric population preferred.

### **GENERAL PHYSICAL REQUIREMENTS:**

Requires ability to move throughout the facility on a consistent basis. Must be able to lift and carry general office supplies and equipment weighing up to 20 pounds. Must be able to push and maneuver a wheelchair throughout the facility. Position requires hand manipulative skills for word processing and writing. Must be able to hear verbal conversations over the phone and in-person with background noise. Must be able to consistently identify objects and persons at a distance and read fine print on medical records and forms.

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*The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload. Furthermore, they do not establish a contract for employment nor do they alter the at-will nature of the party's employment relationship. The employer retains the discretion to change and alter this description at its discretion.*