



Job Title: Social Worker	Classification: Exempt # Hrs. Wkly: 30-40 Hours
Reports to: Area Manager / Home Health Operations	Date: 6/16 Updated 1/17

Position Overview:

Responsible for providing quality care to clients, families and guiding staff in assigned department. Interviews home care patients and their families and coordinates and plans programs and activities to meet their social and emotional needs. Provides crisis intervention and assists families in understanding the implications and complexities of the medical situation and its impact on lifestyle. Works with the operation of the social support service programs, statewide. Responsible for outreach to the community regarding agency philosophy, and programs. Coordinates and plans with outside agencies and home care nursing staff for post-discharge care.

Principal Duties:

Community Living Program (CL)

- Provides expert guidance and assistance to the Transportation Director in all matters relating to the delivery of social support services to assure that quality standards are maintained. Implements all policies and procedures.
- Works cooperatively with the Transportation Director to publicize services and maintain community relation.
- Ensures that qualified sponsors are recruited, hired, oriented and assigned.
- Participates in all activities relevant to the professional services furnished, Including CL program development & qualifications of sponsors.
- Participates in the development of the budget.
- Monitors the Programs budget and justifies variances.
- Assists in the development and interpretation of the philosophy and objectives of the agency.
- Participates in short- and long-range planning for the CL Programs and implements specific measures for growth.
- Assures service satisfaction through client services and other measures, as appropriate. Investigates and resolves any complaints.
- Submits written reports outlining Program activities within specified time frames, to meet GHC policy and state regulations.
- Participates in the evaluation of social service programs and in the integration of services into the agency's corporate mission.
- Ensures that all State and agency regulations and policies are followed and adhered to in the provision of CL services.
- Actively recruit, educate, orient and train CL sponsors on program operations, guidelines and procedures; including all costs and earnings associated, the integration of the client into the family lifestyle, and the accommodation of individual preference of the client.
- Maintain an active list of sponsors who are willing, able and licensed (when necessary) to take approved clients into their home.
- Submits monthly billing for CL.
- Visit CL participants, in accordance with policy and regulations.
- Communicate with sponsors, participants, and families to ensure patient health, safety and satisfaction.
- Other Duties as assigned.

Home Care Program

- Assessment and case management for home care patients.
- Demonstrated knowledge and skills necessary to provide care to and communicate with seniors and adults with disabilities.
- Provide community resources to patients as needed.
- Complete documentation as required by policy and regulations.

Housekeeping

- Actively recruit, train, and orient housekeeping staff to provide housekeeping and escort services to registered participants.
- Assist with evaluation and supervision of all housekeeping staff to ensure that they are performing their duties responsibly, according to the client's plan of care and as set forth by agency, State and Federal guidelines.
- Schedules all housekeeping staff to complete the service need of the clients. Making necessary adjustments as needed, and as much as possible, to meet the preferences of the client.
- Ensures that housekeeping staff are receiving appropriate training and skills development as defined by program policy and as determined by an annual or as needed performance evaluation.
- Conduct annual or as needed in-home supervisory visits for all housekeeping staff.

Leadership

- Uses leadership position to set positive, attainable expectations, objectives and goals for others within the organization.
- Takes action to enforce rules; confronts others about problems when necessary.
- Empowers others by sharing responsibility to encourage a deep sense of commitment and ownership.
- Demonstrates creativity and innovation. Takes reasonable risks and accepts full accountability for actions taken.
- Develops a spirit of cooperation and teamwork while leading a group of people.
- Works for solutions that generally benefit all involved parties.
- Recognizes complex connections in situations and is able to identify the key or underlying issues.
- Demonstrates the ability to make decisions independently that benefit the agency as a whole based on the identification of key or underlying issues
- Demonstrates a strongly positive self and own skills, capabilities and judgment.

Communication Skills

- Considers effects of words and actions on others.
- Utilizes listening skills that indicate understanding and promotes accurate interpretation of others' concerns, motivations and feelings.
- Recognizes the influence of beliefs and cultures on behaviors and accepts strengths and limitations in others.
- Works toward resolution of interpersonal conflicts as they arise.
- Recognizes when others are in need of information, assistance or direction and consistently offers and provides help.
- Attends and participates positively in meetings.
- Regularly reads and appropriately applies information to practice.
- Uses words that express respect, patience and understanding in interactions with others.
- Acknowledges others verbally and non-verbally (eye contact, expression, tone of voice) promptly and courteously.
- Develops cooperation and collaborative work efforts that generally benefit all involved parties.
- Demonstrates the initiative to meet the needs of the agency by assisting coworkers when work load permits.

Qualifications and Skills

- Master's degree in Social Work required. Background education in Marketing or Communications preferred.
- At least 2 years of case management experience preferred.

- Experience with interpreting and relaying regulations relating to the functions of the department.
- Ability to assess data reflecting the client's status and interpret the appropriate information needed to identify each client's requirements relative to their special needs.
- Ability to respond to emergencies, and to secure and maintain agency property.
- Knowledge of federal, state, and local regulatory requirements preferred.
- Demonstrated knowledge of appropriate skills for communicating with individuals of all ages, especially the geriatric population.
- Ability to effectively use personal computer and related software required.
- Ability to work effectively with employees, consumers, referral sources, and the community.
- Excellent verbal and written communication skills; computer literate including demonstrated ability with use of Outlook for email and calendar management, Word, Excel, and PowerPoint.
- Strong organizational skills with the demonstrated ability to organize information into concise and understandable format and to maintain records.
- Ability to think strategically and creatively.
- Excellent interpersonal and management skills.
- Excellent personal and administrative skills.
- Demonstrated commitment to Generations Home Care philosophy of care, values, vision and mission statements, and is an exemplary role model for staff.

Physical Demands/Environment:

Disruption of routine is to be expected, occasional overtime is required. Eye and position strain from work on the computer. Ability to work under stressful conditions. Will be expected to transport CL clients to various residences. Exposure to unsafe neighborhoods. Driving, sitting, standing, walking and bending at all locations. Some exposure to communicable diseases.