

# Hospice

of Southern Maine  
Position Description

**Title: Social Worker**

**Reports to: Assistant Clinical Manager**

**Primary Location: Home Program**

**FLSA Class: Non-Exempt**

**Supervises: None**

**Effective Date: 09/16/2013**

## **Position Summary:**

The Social Worker is responsible to provide quality, cost effective social work care in a competent holistic manner for patients in their place of residence, through assessment, planning, implementation and evaluation of social work care, to empower patients and families at end-of-life to achieve maximum levels of comfort and independence.

## **Qualifications:**

1. **Education:** Master of Social Work (MSW) degree from a school of social work accredited by the Council on Social Work Education.
2. **Experience:** Has 1 year of social work experience in a healthcare setting or has a baccalaureate degree from a school of social work accredited by the council on Social Work Education, is employed by HSM before December 2, 2008, and is not required to be supervised by a MSW.
3. **License/Certification:** Licensed by the State of Maine at the LMSW or LCSW level; valid driver's license with an automobile that is insured in accordance with state and/or agency requirements and is in good working order. BLS certification or the ability to obtain certification within the first 90 days of employment required. Certification must be kept active during the course of employment.

## **Essential Duties & Responsibilities:**

1. Provides information to external customers and to prospective patients and families regarding hospice services and eligibility in diverse settings, including homes, nursing homes, assisted living facilities, and shelters.
2. Multidimensional assessment of social and emotional factors related to the patient's illness, support system, strengths, needs for care, response to treatment and adjustment to care, and bereavement risk. Provides counseling services that are required by the patient and patient's family when they are reasonable and necessary to treat the patient's illness or injury or address issues related to end of life care.
3. Assesses the relationship of the patient's needs related to the patient's current home situation, financial resources and availability of community resources. Takes appropriate action to obtain available community resources to assist in resolving the patient's concern/needs; including discharge planning and burial assistance.
4. Documents individual treatment plan, identifies problems, strengths, goals, and interventions with regular updates per policy.
5. Promotes teamwork by participating actively and appropriately as a member of an interdisciplinary team. Shares essential patient information with all members to coordinate care and work to foster solid, respectful working relationships with co-workers.
6. Documentation is complete, legible, clearly reflects services provided and is completed and submitted in compliance with the agency's timeliness requirements.

7. Makes appropriate referrals for other discipline services to meet patient care needs in a timely manner. Coordinates care of patients with a variety of disciplines and community resources, both internal and external in a fiscally responsible manner
8. Recognizes, addresses and documents changes in patient status and patient/family related concerns/needs; informs supervisor of these concerns in a timely manner.
9. Understands how psychosocial processes of illness and associated complications relate to the patient and family as the unit of care.
10. Assists in identifying and sharing bereavement concerns.
11. Assesses ethical and bioethical dilemmas and value conflicts and discusses with supervisor.
12. Provides patient/family advocacy with navigation of available assistance/resources.
13. Updates social work skills and knowledge of reimbursement guidelines by attending inservices, peer review meetings, and clinical supervision workshops.
14. Utilizes appropriate resources to maintain knowledge and skills for hospice care in all settings including regulatory/reimbursement guidelines and integrates into practice.
15. Utilizes basic computer skills to document in an electronic medical record.

**Other Job Functions:**

The following is a list of responsibilities of this position, but is not intended to cover other related duties that this position may be required to perform from time to time.

1. Protects the patients' right to privacy and the confidentiality of patient and business records and information.
2. Works with diverse social and economic situations without imposing own values; maintains appropriate professional boundaries.
3. Demonstrates understanding of hospice philosophy.
4. Demonstrates understanding of team approach and communication. Demonstrates ability to be a productive team member.
5. Contributes to positive atmosphere; demonstrates positive interactions with all internal and external customers.
6. Provides timely and appropriate response to internal and external customer needs.
7. Keeps supervisor informed of real or potential problems. Reports incidents and customer concerns according to agency policy. Informs supervisor of any unresolved customer complaints.
8. Participates in meetings and quality assurance and program improvement activities as required and necessary. Offers suggestions to improve policies, procedures, and services in appropriate manner and time.
9. Demonstrates knowledge and support of agency's safety and OSHA policies. Demonstrates use of safety judgment on a case-by-case basis. Utilizes proper body mechanics and safe working techniques and reports unsafe environments/practices to supervisor in a timely manner.
10. Demonstrates understanding of HIPAA Privacy Standards and related Agency policies.
16. Demonstrates understanding and compliance with agency policies, including but not limited to, professional boundaries, documentation, continuing education, attendance/work schedules and required HR documentation, State and Federal policies and procedures, laws and regulations.
17. Performs other duties to support the agency as assigned.
18. Assists with orientation of new staff as assigned.
19. Shares expertise with others through inservice and collaboration.
20. Acts in a manner consistent with the Code of Conduct outlined in the Agency's Corporate Compliance Program.

**Required Skills, Abilities & Knowledge:**

1. Ability to work independently, while collaborating with other team members.
2. Broad-based knowledge of medical diagnoses, family dynamics, psychosocial issues, and community resources.
3. Ability to work with diverse populations, with varied religious, cultural, and sociocultural situations.

4. Ability to work with patients/families of all ages.
5. Ability to work with the changing needs of patients/families with medical/surgical, substance abuse, and psychiatric illness of an acute or chronic nature.
6. Ability to evaluate a situation quickly, problem-solve, and respond appropriately.
7. Ability to adapt to changing patient or Agency priorities.
8. Good written and verbal communication skills.
9. Ability to self-motivate.
10. Good organizational skills.
11. Ability to prioritize.
12. Ability to deal effectively with stress.
13. Ability to utilize an electronic medical record.

**Physical Requirements:**

The physical requirements described are representative of those that must be met to successfully perform the essential responsibilities of this position. Reasonable accommodations may be made.

	Occasional (25%)	Frequent (50%)	Continuous (75%)
Lift or transfer			
Up to 10 lbs.			X
11-20 lbs.		X	
21-35 lbs.		X	
Carry		X	
Push or pull		X	
Climb	X		
Reach		X	
Stoop or bend		X	
Crouch	X		
Kneel		X	
Handle or feel		X	
Talk			X
Hear			X
See			X
Sit, walk, stand			X
Distinguish smell/temperature		X	
Exposure to blood borne pathogens and infectious disease		X	
Exposure to hazardous materials	X		
Repetitive Motion		X	

**Visual Requirements:**

1. The worker deals with office and/or medical equipment at or within arms reach.
2. Must be able to see to drive, complete appropriate documentation, and assess patient condition and function.

**Mental Requirements:**

1. Requires the ability to plan and perform a wide variety of duties requiring extensive knowledge of policies and procedures. Requires considerable judgment to work independently toward general results, devising methods, modifying or adapting standard procedures to meet different conditions, making decisions based on precedent and policy.

**Employee’s Signature** \_\_\_\_\_ **Date** \_\_\_\_\_