# Hospice of Jackson County
## SOCIAL WORKER JOB DESCRIPTION

### General Summary:
The Hospice Social Worker is part of the Hospice Interdisciplinary Team providing supportive services to patients and families to help them deal with the emotional, social, and financial impact of illness and anticipated death, and to help them achieve maximum benefits from Hospice care and other community services.

### Relationships:
Maintains excellent relationships with all primary constituencies – patients and families, employees, hospice members, and the communities we serve. Reports to the Director.

### Essential Duties and Responsibilities:
1. Performs those management tasks and administrative functions outlined herein or as directed by the Director and/or Patient Care Coordinator.
2. Provide social work services to Hospice patients/families including but not limited to: personal counseling, group and family counseling, crisis intervention, benefit determination and assistance, assistance with social, economic, and survival needs, advocacy, information and referral, and case management.
3. Serve on the Hospice Interdisciplinary Group. Function as a team member by:
   a. Coordinating psycho-social needs and services with other patient/family needs and services being addressed by the IDT.
   b. Sharing in assessment, admission, service availability, treatment plan design, implementation of services, review of services and evaluation responsibilities of the IDT.
   c. Assisting the team with the identification of team dynamics and related staff training, support, and problem solving.
   d. Providing awareness and assistance in the identification of psycho-social stresses of patients and families as they go through dying, death, and bereavement.
4. Establishes service provider linkages with allied health and social service agencies and institutions on behalf of Hospice patient/families, with appropriate follow-up and advocacy.
5. Maintains written records per hospice policies.
6. Maintains a high level of professional competence, with ongoing development of social work practice and interdisciplinary issues related to death, dying, and bereavement.
7. Coordinates the delivery of social work services to maximize effectiveness and eliminate duplication with contracted and/or cooperating social services units of hospitals, County Department of Social Services, and other public and private agencies.
8. Performs other functions, attends meetings and conferences, and shares in the support, development, and community education of the Hospice concept and philosophy, as requested.
9. Makes oral/written report to the Director and/or Patient Care Coordinator in a timely fashion and as requested.
10. Implements, interprets, and makes recommendations for changes to job descriptions, performance evaluations, procedures and standards as related to the Social Services Department.
11. Remains active on designated committees.
12. Maintains continuing education record and participates in workshops to keep updated on current social services practices/rules/regulations.
13. Maintains and fosters confidentiality of all information.
15. Remains active on assigned committees and interdisciplinary group.
16. Participates in fundraising and extracurricular activities.
17. Adheres to the organization's Standard of Conduct and all other policies and procedures. Reports any
potential misconduct or violation of the organization’s Standards of Conduct or federal or state laws and regulations. Participates in staff training and education programs.

18. Volunteer program oversight including:
   1. Recruiting Volunteers
   2. Training Volunteers: new and annually
   3. Assigning Volunteer and visits to clients
   4. Tracking visit compliance & report to QAPI committee

Professionalism
   Begins work on time/works scheduled hours; keeps absences within guidelines.
   Performs according to scope of practice.
   Completes annual required training.
   Keeps abreast of policies and procedures.
   Dresses appropriately for position in accordance with agency dress code policy.
   Adapts to changes in the work environment.

Communications
   Keeps others adequately informed as needed.
   Exhibits good listening and comprehension.
   Uses negotiation skills to resolve conflicts.
   Maintains effective professional relations.
   Participates fully in meeting team objectives.

Patient/Guest Relations
   Treats patients/families with respect and compassion.
   Respects confidentiality.
   Supports social/spiritual/cultural needs of others.
   Involves patients and families in care planning process; responds to needs.
   Solicits/applies customer feedback to improve service.
   Deals effectively with difficult situations.

Planning & Organization
   Completes assessments/develops individual care plans.
   Sets and achieves goals and objectives.
   Prioritizes and plans work activities and patient care.
   Plans for additional resources.
   Meets productivity standards.
   Coordinates with other teams members in providing patient care.

Critical Thinking
   Identifies and resolves problems in a timely manner.
   Gathers and analyzes information objectively.
   Develops alternative solutions.
   Assesses/responds quickly in emergency situations.
   Exhibits sound judgment/requires minimal supervision.

Quality
   Monitors own work to ensure quality.
   Works within ethical standards.
   Participates in performance improvement activities.
   Works toward established standards for patient outcomes.

Environmental Safety
   Uses equipment and materials properly.
   Deals appropriately with hazardous, infectious waste.
   Maintains equipment and troubleshoots as necessary.
   Completes TB testing in month due.

Required Knowledge, Skills, and Abilities:
   1. Must be familiar with the Hospice concept and its implementation and have the ability to identify and assist in coordinating the needs of the terminally ill and their families.
   2. Ability to understand and promote effective interaction between the members of the Interdisciplinary Team,
other hospice members, nursing homes, hospitals, and community members.

3. Willingness and ability to travel within the Hospice service area.

4. Awareness of community resources, which may be needed by patients and families.

5. Personal qualities enabling him/her to work effectively with patients, families, and staff.

6. Physical and emotional health necessary for the accomplishment of the job.

7. A desire for continued personal and professional growth and development.

8. Physical ability to lift twenty-five (25) pounds.

9. Effective verbal, nonverbal, and written communication skills.

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<th>Education and Experience:</th>
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<td>Master of Social Work (MSW) degree from a school of social work accredited by the Council on Social Work Education with one year of social work experience in a health care setting, or; Baccalaureate Degree in Social Work from a school of social work accredited by the Council on Social Work Education or BA/BS in Psychology, Sociology or related field with one year experience in healthcare (must be supervised by MSW). Must be in good standing with the State of Iowa to practice as a social worker.</td>
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<th>Evaluation:</th>
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<td>Will meet with the Director, at least annually to discuss his/her work, goals, achievements, and feelings regarding his/her hospice affiliation.</td>
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Please send resumes to rathede@jchospice.org or mail to: Hospice of Jackson County P.O.Box 675 Maquoketa, Ia. 52060