

**BROCKTON VISITING NURSE ASSOCIATION
JOB DESCRIPTION**

TITLE: HOSPICE SOCIAL WORKER

REPORTS TO: CLINICAL MANAGER

POSITION SUMMARY:

Provides efficient and effective delivery of hospice social services to adult clients and their families. Intervenes and consults with physician, client, family, nursing, and other staff as needed. Adheres to all Agency policies including but not limited to the Confidentiality Agreement, Personnel Policies, and Clinical Policies and Procedures.

RESPONSIBILITIES:

- Develops and manages caseload of clients.
- Performs a social work assessment on client and/or family. Assists hospice interdisciplinary team members with the coordination of care by identifying the significant social and emotional factors relative to the health problems of the client. Develops the Plan of Care based on social work problems/issues gathered from the assessment.
- Functions as a resource to all teams/departments. Provides information to patient/family as requested by professional providers.
- Provides referrals to appropriate community services and funding sources.
- Completes documentation in a timely manner and according to BVNA protocols.
- Participates in continuing education for professional growth. May assist/provide educational programs for staff.
- Participates in performance improvement programs including utilization review.
- Maintains open communications with all parties (internal and external) throughout the continuum of care process.
- Completes written communication to staff in a direct, yet positive supportive manner.
- Demonstrates effective communication skills, utilizing the appropriate chain of command.
- Attends team and Agency meetings. Serves on Agency committees. Represents the Agency at community meetings or in professional organizations.
- Maintains high performance norms and serves as a role model.
- May recommend changes/revisions in policies or practices to his/her Supervisor.
- Is responsible for maintaining state licensing that is current and in good standing
- Responsible for interdisciplinary assessment and attending bi-monthly Interdisciplinary Team Meetings.
- Required to participate in Quality Assessment Performance Improvement Program and HHA sponsored in-service Training
- Performs similar or related duties as required.

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.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Possess current Massachusetts LICSW
- Graduation from an Accredited School of Social Work with a Master's Degree in Social Work.
- Adheres to all Agency policies including, but not limited to, the Confidentiality Agreement, Personnel Policies, and Clinical Policies and Procedures
- Requires at least one year of experience, preferably in community health.
- Ability to work independently
- Ability to strictly adhere to confidentiality requirements
- Ability to establish professional relationships and to communicate effectively with others he/she interacts with in the course of job performance

LANGUAGE SKILLS:

Ability to read, analyze, and interpret physicians' orders. Ability to respond to common inquiries or complaints from patients, significant other(s)/family member(s), regulatory agencies, or members of the business community. Ability to effectively present information to physicians, patients, significant other(s)/family member(s), members of the health care community, managed care organizations, management, other staff and the public.

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.

STANDARDS

- Demonstrates a commitment to the provision of high quality hospice services, community education, and health promotion outlined in the Mission Statement and as evidenced by the performance appraisal. Demonstrates skill to manage caseload and meet current agency productivity requirements.
- Completes Biweekly Time Sheets accurately daily. Accepts constructive criticism and works towards improvement(s). Adheres to Agency and profession's Code of Ethics. Manages stress effectively.
- Establishes good communication/flexibility working with clients, peers, referral sources, managed care organizations, and administrative staff. Communicates a positive image and working philosophy of the Agency.
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- Establishes and maintains a professional relationship with patients, significant others, coworkers, referral sources, managed care organizations, and others he/she interacts with in the course of job performance.
- Demonstrates a commitment to the provision of superior home health services, community education, and health promotion outlined in the Mission Statement, and to our values. Demonstrates skills to assist clinicians and to follow through to meet deadlines and timeframes. Adheres to BVNA

and professional Code of Ethics. Communicates a positive image and working philosophy of the BVNA and establishes and maintains a professional relationship with patients, coworkers, and others.

All employees of BVNA are expected to display the highest standards of service excellence and embody the BVNA's motto of "More than you'd expect from home care." In order to do so, the BVNA's values (shown below) will be demonstrated throughout the course of each employee's daily activities. As each employee's role and responsibilities may be unique, these values will also be demonstrated in a way that is unique, but supportive of the employee's overall goals and the BVNA's mission and vision. Specific expectations will be made and agreed upon between the employee and his/her manager at the time of hire and throughout the year as needed.

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| TEAMWORK | Through teamwork, we are committed to achieve great things. |
| EXCELLENCE | We are professions achieving exceptional results. |
| COMPASSION | We are accountable and responsible for the success of the Agency. |
| COMMUNITY | It's all about you! |

Communicates a positive image and working philosophy of the BVNA and establishes and maintains a professional relationship with patients, coworkers, and others.

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 occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

Work environment characteristics 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 exposed to weather conditions prevalent at the time. The noise level in the work environment is usually moderate.