

# WOODSTOCK AREA ADULT DAY CARE AND WELLNESS PROGRAM

## JOB DESCRIPTION

### IDENTIFICATION

Position Title: Social Worker

### POSITION SUMMARY

This professional is responsible for the provision of social work services that include, but is not limited to participant/caregiver support, contributing to assessments and plan of service, assisting participants/caregivers to assess and utilize community resources, discharge planning and documentation of services provided.

### QUALIFICATIONS

Education: A Masters degree is as a LicSW with active licensure is preferred.

Experience: Three years supervisory experience in a social or health service setting is preferred.

### RELATIONSHIPS

Supervision received: Program Administrator Woodstock Area Adult Day Care and Wellness Program

Supervises: none

Other relationships: Participants, families, referral agencies, community partners and community-at-large

### STATUS

Part-time

### PERFORMANCE COMPETENCIES – CRITERIA I

As a member of the Woodstock Area Adult Day Care and Wellness Program, supports the program as follows: the mission is to improve the lives of those we serve. Such care recognizes the importance of quality service to patients and co-workers. In this context, each employee has the following responsibilities as an individual:

- **Responsible** -- Works independently, in a safe and appropriate manner. Demonstrates both problem-solving and problem-prevention skills.
- **Sensitive** -- Displays sensitivity to the needs of patients and co-workers. Demonstrates good communication skills and empathy.
- **Timely** -- Recognizes time as a customer's most valuable resource and responds promptly to patients' and co-workers' needs.
- **Accurate** -- Works carefully and precisely, with attention to detail.
- **Coordinated** -- Organizes and delivers service in the proper order. Displays good organizational skills and utilizes resources wisely.
- **Thorough** -- Meets all the requirements of his/her position. Is able to evaluate and follow up on his/her services.
- **Safety** -- Employees are required to comply with and utilize correct lifting techniques, safety

procedures, and mechanical devices while performing their job related duties/tasks in order to protect themselves and our patients from injury.

### **ORGANIZATIONAL/TEAMWORK COMPETENCIES – CRITERIA II**

Each employee has the following responsibilities as a team member:

- Collaborates with clinical support staff, physicians and other health care professionals as part of a team-based, patient centered care approach.
- Participates in quality improvement projects.
- Displays and encourages sensitivity to the needs of patients, visitors, and co-workers.
- Treats others with consideration, courtesy, and respect.
- Performs duties willingly and with initiative; shares necessary information so co-workers can do the same.
- Demonstrates judgment and tact when dealing with others.
- Cooperates with other hospital departments and work groups.
- Communicates effectively with patients, visitors, and co-workers; takes action to clarify information received from others.
- Punctuality
- Attendance

### **ESSENTIAL FUNCTIONS– CRITERIA III**

1. Ensures that the mission goals and objectives of the Adult Day Program are achieved.
2. Ensures that the Standards for Adult Day Services in Vermont are met.
3. Social services offer support and education to a potential client and family.
4. The person in social services is responsible for developing and maintaining a positive and professional relationship with the clients and caregivers, ensuring that there are continued open lines of communication, that the clients are treated with compassion, dignity and respect and that confidentiality is maintained at all times.
5. The the social worker is responsible for meeting with families and potential clients to explain the adult day program and what it can specifically offer to them. Clarification is given about the programs, activities, meals and any medical services that can be given to the client while attending the program. Assistance with filling out the ADS application, communicating effectively and answering questions is done at intake and a medical history is given if the family wants to proceed with admittance to the program. When written permission is received from the family a request for medical information is then sent to the primary care physician to confirm the fitness of the potential client for the program and to identify any medical needs/procedures that may need to be addressed while attending ADS.
6. Social services presents client's application to the nurse, activities director and program administrator to discuss the individual care plan for each client. Nurse discuss with personal staff and Activities director discusses with personal staff the specific issues that will help to best serve the client.
7. Social services establishes initial contact with client and family, and continues with support for adjustment to the program, ongoing education and maintaining a relationship with the client and family. It is essential for social services to have knowledge of the communication preferences for the client as well as the family.
8. Demonstrates knowledge and understanding of the different types of dementia along with other chronic illnesses and disabilities is essential for effective and respectful communication and care for each family and client.

9. It is the responsibility of social services to observe, listen and learn about each client, contributing to the goal of increased self-esteem, well-being, and inclusion in a community of peers and being a contributor to the community. It is essential to maintain structure, productivity and friendship during the ADS daily routine.
10. Maintains required documentation as outlined in the Standards for Adult Day Services in Vermont.
11. Completes a social work assessment and risk screening for example depression screening for all participants and contributes to the development of a written plan of service for each participant/caregiver.
12. Communicates and documents interventions and outcomes of care in participant's record.
13. Utilizes a systematic process to identify patients at risk, panel management and outreach. Patients at risk include: those recently discharged from ED or inpatient settings; those referred by providers; self-referrals from patients and family members; and referrals from community members/agencies. Typical characteristics include multiple chronic conditions, frequent readmissions to the ED and inpatient units, lack of socioeconomic resources, complications of mental health, substance abuse caregiver stress and those under or uninsured.
14. Provides care coordination for medical and mental health, substance abuse, as well as connection and referral to social and human services for economic and other resources to meet the social determinants of health
15. Provides health coaching, counseling and patient education on behavioral health support for lifestyle changes.
16. Assist participant in the establishment of self-management goals utilizing AADE7 (AADE7 is a self care approach that includes healthy eating, activity, monitoring, taking medicine, problem solving, and reducing risks and healthy coping.) Track, celebrate, and document outcomes and achievements.

### **PHYSICAL DEMANDS**

- Must be able to speak the English language in an understandable manner
- Must be able to cope with the mental and emotional stress of the position
- Must be able to lift and move office equipment, supplies, etc.
- Prolonged/extensive or considerable amount of standing/walking
- Considerable reaching, stooping, bending, kneeling, crouching
- Extensive use of telephone, computer, and calculator
- Requires close paperwork and visual acuity
- Requires hearing acuity for conversation and telephone

### **WORKING CONDITIONS**

- Regularly exposed to the risk of blood borne/airborne diseases
- Contact with participants and caregivers under wide variety of circumstances
- Exposed to unpleasant elements (accidents, injuries and illness)
- Subject to varying and unpredictable situations
- Handles emergency of crisis situations
- May perform emergency care
- Works in well-lighted/ventilated office area, as well as throughout the facility
- Is subject to frequent interruptions
- Occasionally subjected to irregular hours
- Frequent pressure due to multiple calls and inquiries

*The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.*

This job description has been approved by:

\_\_\_\_\_

Board Chair

\_\_\_\_\_

Date

By signing this document, I agree that I have read, understand, and received a copy of this job description.

\_\_\_\_\_

Employee Signature

\_\_\_\_\_

Date