



# JOB DESCRIPTION SOCIAL SERVICES DIRECTOR

**Overview:**

The Social Services Director (SSD) answers to the Administrator and his/her responsibility will be to provide for the physical, psychological, and social needs of the residents and all other duties assigned. Additionally, the SSD shares a responsibility toward creating and sustaining an environment that humanizes and individualizes each resident. Elmbrook Management Company is committed to providing care that recognizes each resident's physical, emotional and spiritual needs beyond traditional nursing procedures and protocols. The SSD must perform all of the duties and responsibilities outlined below using available resources to effectively assist residents to attain or maintain the highest practicable physical, mental and psychosocial well-being for each resident.

The SSD's main responsibility will be to motivate all residents to make healthy adjustments to the nursing facility, by their participation in activities and social events. Informal counseling will be a part of the SSD's job responsibilities and they will attempt to uncover any problems which might be interfering with the residents' socialization and participation in home activities. The SSD will be available to help any resident who feels a need to share personal problems. The SSD, when feasible, will have daily contact with all residents, providing residents with opportunities to make vocal their problems and reassurance that staff at the home cares about, and is interested, in their welfare. The SSD will be called upon to find solutions to issues concerning the resident, family and facility. All grievances must be reported to the administrator.

**Physical Requirements:**

This job demands good physical and mental health. The SSD must possess manual dexterity for typing and operating a computer. The SSD may be required to lift, carry, turn, or assist high-risk residents and must be willing and able to work a flexible work schedule. This position must be able to sit, stand, bend or move intermittently during working hours. Must be able to lift and/or carry 50 pounds.

**Duties will also include:***Resident Evaluation*

The SSD will be responsible for keeping up-to-date evaluation documentation on each resident's activities at the facility. This documentation must comply with all state and federal requirements and will contain specific resident information relating to:

- Nature of the disability
- Activities and program participation
- Psychological disposition and adjustment
- Family contact
- Special problems
- Prognosis

*Social Services*

The SSD must be able to assist residents or responsible parties in processing forms or applications in the effort to obtain outside services. This includes but is not limited to Social Security, Medicaid, SSI or any other service to which the resident may be entitled.

*Family Contact*

Part of the SSD's job responsibilities will be to:

- Evaluate the resident's home environment. Information concerning family background will assist the SSD in developing a comprehensive rehabilitative plan, which will be successful and practical. Family contact will provide a better understanding of the residents' problems and afford the relatives a channel of communication with the facility.
- Establish contact with family members during relative visitation at the facility or by telephone contact.
- Schedule appointments as needed.



#### *Counseling*

The SSD will serve as an advisor for all residents and their families involved in or residing at individual homes with the following caveats:

- It is understood that the SSD is not a psychological counselor, but rather,

will be considered as a comforting resource to residents and their family members in their time of transition and additional times of need.

- Of equal importance, the SSD will make every attempt to dispel any guilt feelings related to the long-term care of family members, work to alleviate doubts concerning the placement of family members in a long-term care facility and will confidently assure families in transition of Elmbrook Management Company's continued mission to provide the most superior care possible for their loved ones.
- Under no circumstances will the SSD pass judgment or admonish relatives of residents.

#### *Confidentiality*

- The SSD will respect the rights of others and obtain only that information which will be useful to resident rehabilitation. It is also understood that:
- The confidentiality of the resident and their families is paramount and any information obtained and formulated on a resident will be kept in the strictest of confidence.
- At no time will the SSD release private information to other residents or other unrelated individuals.
- Information and reports on residents are for the sole use of the SSD and other authorized personnel associated with Elmbrook Management Company.
- Other outside parties responsible for the long-term care of the resident (such as family members) do have a right of know of resident progress and problems, however, this will be handled either verbally or by brief correspondence.
- If there is a question about the amount of information to be released, or if there is a question if the individual/family member/outside person has the right to receive such information, the SSD will confer with the Administrator.
- All privacy regulations as mandated by the state and federal government will be strictly adhered to and in accordance with those rules, all reports and files pertaining to residents will be kept locked in the SSD's office. The only other personnel with access to these files will be the individual home administrator and Elmbrook Management Company's core staff.

#### *Recreation:*

The SSD will create and present programs and activities, which will be structured to provide the residents with opportunities to become active and creative. Programs will be tailored, when feasible, around the residents' interests and limitations.

#### *Referrals:*

- Referrals to outside services will be made by the SSD.
- These referrals include but are not limited to Dentists, Optometrists, Medical specialists, Podiatrists and Psychological services.
- It is expected that the SSD will manage these systems including assessments, documentation and the implementation of these services.

#### *Other Functions*

The SSD will function in the capacity of Admissions when directed. This includes potential resident/family tours, paperwork, and the physical move of new or existing residents.

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Employee Signature