

**Organization Name**  
**Job Description**

**Job Title:** Director of Social Services  
**Department:** Social Services  
**Reports to:** Nursing Home Administrator  
**FLSA Status:** Exempt  
**Prepared Date:** February, 2003

**POSITION PURPOSE**

Coordinates intake admission and discharge procedures. Provides counseling and social services to residents and their families of the Champaign County Nursing Home.

**NATURE AND SCOPE**

The Director of Social Services (DSS) reports to the Nursing Home Administrator. Reporting to this position are 2 Social Service Assistants.

The Director of Social Services provides and/or directs the counseling and social services to approximately 215 residents and their families of the Champaign County Nursing Home. The primary focus of this position is to assist residents and their families in adjusting from a home or hospital setting to a nursing home environment. To assist with the transition process, the DSS counsels newly admitted residents and their families discussing problems, needs, and anxieties. The DSS remains in contact with these families providing information, responding to any questions, assisting families with financial matters, and obtaining required authorizations for resident care.

The Director of Social Services coordinates intake, admission and discharge procedures. The DSS evaluates applications of prospective residents and is authorized to make admission decisions which fall within established guidelines. This position ensures that all required paperwork is properly completed and forwarded to the appropriate personnel. The DSS discusses Nursing Home rules and regulations with residents' families and responds to questions with regard to these rules. The Director of Social Services coordinates the inspection of resident's belongings to ensure that they are properly labeled and inventoried. The Director of Social Services attends Interdisciplinary Team and Unit Care conferences, assesses residents for psychosocial groups, and supervises implementation and documentation.

The DSS and his/her staff interview new residents and assess the resident's psychosocial condition. The DSS participates in Interdisciplinary Team Meetings and Unit Care Conference providing information on individual resident's psychosocial condition and prospects for discharge or movement within the facility. The DSS charts relevant social service information into the resident's chart.

The DSS counsel's residents regularly on an individual or group basis. The DSS discusses particular problems encountered by residents and assists with the implementation of solutions.

This position conducts follow-up procedures to ensure resident satisfaction. The DSS notes roommate problems and works toward resolution. This position makes recommendation as to whether a resident can function effectively at home or at other levels within the facility. The DSS assists with discharge planning for homeward bound residents.

The Director of Social Services maintains a Nursing Home census to ensure maximum occupancy rates. This position may also compile statistics on resident admissions and discharges. The Director of Social Services attends in-service programs offered by the Nursing Home and may be requested to deliver in-services pertaining to Social Service functions.

Problems most often encountered by the Director of Social Services pertain to the dissemination of information through the various channels of the Nursing Home. To effectively carry out the functions of this position, the DSS must receive and transmit information in a timely manner. A more complex problem encountered by the incumbent is developing effective time management procedures. The Director of Social Services must continually prioritize job responsibilities and adjust to large paperwork demands to facilitate an effective Social Services Program.

The Director of Social Services makes all counseling decisions and referrals to outside agencies as well as routine admission decisions on a regular basis. Admission decisions of a complex nature are referred to the Director of Nursing or Nursing Home Administrator.

The Director of Social Services maintains contact with staff from all Departments of the Nursing Home in attempting to remedy the diverse problems of Nursing Home residents. The DSS maintains contact on a continuing basis with the Director and Assistant Director of Nursing to exchange information on the status of individual residents.

The minimum requirements to effectively carry out position responsibilities require an incumbent to possess a Master's Degree in Social Work supplemented by at least 2 years' experience preferably in a long-term care facility, the ability to communicate in English both orally and in writing, to complete required Social Service documentation, and respect for the principles of resident rights, confidentiality, EEO and ADA.

## **PRINCIPAL ACCOUNTABILITIES**

Provides counseling as requested to residents and their families.

Completes depression scales and psychosocial assessments for residents and participates in care plan conferences.

Completes intake, admission, and discharge procedures for Nursing Home residents. Manages community and hospital referrals.

May maintain statistics on resident admissions and discharges.

Supervises Psychosocial groups.

Manages requests for in-house moves.

Resolves roommate difficulties.

Trains new Social Service Assistants.