Title: Director of Social Services

Status: Full-Time / Exempt

Minimum Qualifications
1. Master’s degree in Social Work (MSW) from an accredited college or university.
2. At least three (3) years of clinical experience in a social services or health care setting.
3. At least two (2) years supervisory experience in a hospice, home health or hospital.
4. Experience in and knowledge of grief and loss counseling.
5. Strong organizational skills.
6. Strong presentation/public speaking and written communication skills.
7. Ability to organize and represent statistical data on patients/clients.
8. Valid driver’s license, proof of acceptable automobile insurance coverage, and reliable transportation.
9. Excellent computer skills.

Preferred Qualifications
1. Hospice administration experience and knowledge of hospice patient care standards.
2. Expertise in Advance Care Planning.
3. Licensed LCSW.

Position Overview
The Director of Social Services provides leadership for the Social Services Department and is responsible for ensuring quality social work, chaplaincy, grief support, and volunteer services are provided to Hospice patients. This position is a member of the Management Team and participates in agency management and program development and coordination. The Director of Social Services is an essential partner in compliance, quality assurance and performance improvement activities.

Social Services Department Leadership
The Director of Social Services provides leadership and oversight for Hospice’s Social Services as described in Social Services Policies. Essential duties include but are not limited to:
1. Hiring, overseeing the training and orientation of, evaluating, and, if necessary, disciplining and terminating Social Workers, Chaplains, Grief Support Counselors, Volunteer Coordinator, and volunteers in collaboration with the Director of Human Resources, and pursuant to Human Resources policies and procedures.
2. Providing expert clinical consultation in the field, the agency, and the community.
4. Supervising Chaplains and spiritual care services in compliance with Social Services Policy 14.2 Spiritual Care Services.
7. Identifying learning needs of Social Workers, Chaplains, grief support counselors and patient care volunteers and participating in teaching and developing staff and volunteers in their disciplines.

**Agency Management**

The Director of Social Services in one of five Department Directors who, with the Chief Executive Officer, compose the Management Team. Essential duties include but are not limited to:

1. Working collaboratively with the Director of Nursing to ensure an interdisciplinary approach to patient care.
2. Actively participating in collaborative agency management and program coordination at weekly Directors meetings.
3. Communicating and supporting administrative decisions.
4. Helping develop the annual budget, and monitoring variances within the Social Services Department.
5. Sharing the duties of Administrative On-Call after hours and on weekends in rotation with the other Directors.

**Compliance and Quality Improvement**

The Director of Social Services plays a pivotal role in the agency’s compliance with state and federal regulations and quality assurance and performance improvement. Essential duties include but are not limited to:

1. Maintaining expertise in, and ensuring compliance with, the Medicare Conditions of Participation and other standards that guide the provision of hospice services.
2. Ensuring that Social Workers, Chaplains, and grief support counselors comply with all of the provisions of Compliance Policy 5.2 Compliance Plan and the Code of Conduct in that Plan.
3. Ensuring that all Health Insurance Portability and Accountability Act (HIPAA) requirements are met by social Workers, Chaplains, and grief support counselors, in accordance with the Human Resources Policy 9.9 Confidentiality and Information Systems Policy 10.5 Electronic Security.
4. Working with the Director of Quality to continually monitor and improve the quality of social services in accordance with the Quality Policy 13.1 Quality Plan.

**Environmental Conditions and Physical Requirements**

The position of Director of Social Services requires:

1. Regularly sitting, standing, walking, talking, using hands, listening and observing.
2. Regularly working at a computer station for 2 - 4 hours at a time.
3. Regularly requires the use of the telephone.
4. Occasionally reaching, stooping, bending, kneeling, and lifting of items weighing 25 pounds or less.
5. Occasionally interacting with patients in a way that could involve exposure to blood, body fluids, or other potentially infectious materials.

**Immediate Supervisor:** Chief Executive Officer

The above statements are intended to describe the general nature and level of work to be performed. This is not to be construed as an exhaustive list of all responsibilities.

I have read and understand this job description.

Employee’s Signature______________________________ Date_____________

Supervisor’s Signature______________________________ Date_____________