



Eastern Band of Cherokee Indians

Job Description

Position ID Number:	852-3800-002	Last Revised:	08/18/2015
Position Title:	Social Worker	Department:	Social Services-Tsali Care Center
Reports to:	Administrator	Division:	Public Health & Human Services

Primary Function: To provide services to meet the social and/or emotional needs that affect the residents' ability to achieve their highest level of function; participate in the development of residents' comprehensive care plans; develop policies and procedures to provide social services to residents in compliance with federal, state and local regulations.

Job Duties and Responsibilities:

- Develops ideas for marketing.
- Markets the facility, staff & future.
- Deals with the public & community resources, meets with outside groups.
- Develops ads for online/fax marketing.
- Develops policies and procedures to provide social services to residents in compliance with federal, state and local regulations. Knows and understands all Medicare & Medicaid rules and regulations in a long-term care setting.
- Interviews, assesses and develops individualized plans to meet residents' needs. Addresses psycho-social as it relates to the enhancement of any residents needs.
- Assesses the facility's social service program and makes recommendations to the administrator.
- Develops, coordinates, and participates in family and resident activities designed to promote social interaction, reality orientation and intellectual stimulation to aid in Resident Care, adjustment issues, behavioral and personal needs.
- Develops one-to-one professional relationships with residents and families as needed for counseling and financial planning.
- Counsels residents and families in dealing with feelings about death or dying and other emotional, mental, environmental or physical limitations.
- Assesses and completes the sections of the (MDS) Minimum Data Set assigned completely, accurately, and timely.
- Acts as a liaison with social, health and community agencies, tribal, state, and federal. Responsible for comprehensive assessments for change for resident condition/status.
- Refers residents to social, health and community agencies for change in residents' conditions/status.
- Awareness of federal and state laws concerning notification and time frames.
- Coordinates family and community resources as needed to solve financial needs and to promote emotionally security, interacts with D.S.S. in various counties, understanding policy and regulations.
- Assists residents/families to complete Medicaid/ Disability application as needed.
- Ability to do social assessments as needed.
- Takes part in facility in-service programs as required.
- Has the ability to develop a care plan to provide care. Does MDS/RAI know triggers, etc.
- Takes complaints, investigates and documents for federal inspections. Able to interpret and implement facility policy.
- Provides a recording system for obtaining, recording, and filing of S.S. Data. Provides and trains

staff on facility policy and in-service.

- Be proficient in Discharge planning.
- Explains residents' rights to residents and residents' representatives. Participates in admission of residents as assigned.
- Plans, schedules and implements room visits for residents unable to leave their rooms. Organizes and participates in the theft loss program.
- Coordinates and cooperates with the activity department to plan and conduct events to meet socialization needs of the residents.
- Observes all facility safety policies and procedures.
- Accepts assigned duties in a cooperative manner.
- Performs other related duties as directed by his/her supervisor in an effective, timely and professional manner.
- Observes infection control program.
- Follows Residents' Rights policies at all times.
- Be responsible for the safety of residents under his/her supervision.
- Participates in implementation of programs to improve resident care related to Quality Indicators in conjunction with D.O.N . and Administrator. Assumes Quality Assurance duties as assigned.
- Develops and implements behavioral Management Program. Observes all facility policies and procedures.
- Assumes accountability for all data contained in employees' handbook.
- Comes to work in neat, clean attire, presents an appropriate professional appearance as scheduled, and consistently demonstrates dependability and punctuality.
- Consistently works cooperatively with residents, residents' representatives, facility staff, physicians, consultants and ancillary service providers.
- Understands and complies with applicable Federal, State and local regulations and requirements.
- Does intake, evaluation, and admission to the facility.

**Education
/Experience:**

Completion of a (4 year) BS in Social Work from an accredited school, or the equivalent in work experience and state certification is preferred but not required. Position will require six months to become proficient in most phases of this job. Experience can be documented through education or work related experiences.

Job Knowledge:

- Must have thorough knowledge of the office procedures, policies and guidelines of the Health and Medical Division and the Tsali Care Center Services Program.
- Must be able to operate a keyboard, calculator, telephone, copy machine, facsimile, postage machine, and other office equipment as required.
- Must have computer skills and knowledge of specified software applications.
- Must have the ability to write routine reports and correspondence.
- Requires the ability to organize work, deal effectively with the public, communicate effectively, both verbally and in writing, follow instructions, and work independently or as member of a group.
- Must be able to collate and compile data and prepare reports and summaries.
- Must possess a valid North Carolina driver's license.
- Must possess a practical knowledge of the facility's organization and services, the basic rules and regulations governing visitors and resident treatment, and practical knowledge of standard procedures.

Contact with

Interacts frequently with coworkers, residents, and other health care professionals both in

Others:	person and by phone. Daily contacts with residents, their friends and their families for the purpose of exchanging information, gathering data, and providing assistance. Sensitivity is required when dealing with residents and their families. Tact, courtesy, and professional conduct are required to maintain positive working relationships. Cultural sensitivity to residents' needs is required. Contacts may also include other departments regarding nursing services and treatment.
Confidential Data:	All resident and facility information is considered highly confidential and should only be disclosed in accordance with the guidelines of tribal policies and procedures. The Privacy Act of 1974 mandates that the incumbent shall maintain complete confidentiality of all administrative, medical and personnel records and all other pertinent information that comes to the individual's attention or knowledge. The Privacy Act carries both civil and criminal penalties for unlawful disclosure of records. Violation of such confidentiality shall be cause for adverse actions. Improper handling of information could be detrimental to Health and Medical and Tsalie Care Center operations and damage relations with residents, clients and personnel.
Mental /Visual /Physical Effort:	Close attention to detail and mental concentration are required while performing duties. Is subject to frequent interruptions requiring varied responses, which can cause distractions. Work is mostly sedentary, yet requires walking, standing, and bending. Some minor lifting (usually no more than 25 pounds) and assisting residents into and out of chairs is occasionally necessary. Must be able to speak, write and hear.
Environment:	Works in an office environment with frequent exposure to communicable diseases. Must adhere to OSHA universal precautions to maintain a safe work environment. Following established protocol should prevent the likelihood of transfer of disease or infection. May be necessary to work when Administrative leave is granted if resident care is compromised. Is subject to hostile and emotionally upset families and residents. Is subject to emergency call back after hours and/or weekends. May be exposed to blood and body fluids.
Responsibility for Accuracy:	Incumbent is responsible for accuracy of work performed. Inserts forms in charts as necessary. Records appropriate data into departmental log. Prioritizes work according to urgency of situation and/or medical information received about resident. Completion of duties affects the efficiency with which the facility provides services and therefore could have an indirect, negative effect on resident outcomes. Proofing and editing procedures by supervisor will detect most errors. Inaccuracies could result in confusion and delays in mandatory reporting, missed appointments and meetings. Could also impact the flow of productivity and life saving necessities if residents' medical information are not accurate, up to date and readily available.
Resourcefulness & Initiative:	Follows well defined policies, procedures, Privacy Act guidelines, and standard practices in most duties. The supervisor provides specific, detailed guidelines covering all assignments. The employee does not deviate from guidelines unless authorized. Judgment and initiative are required to maintain accuracy, complete tasks efficiently and follow through on recurring assignments. Must be resourceful and communicate effectively in order to respond appropriately to various situations. Work is primarily reviewed in terms of overall quality and efficiency of service provided to residents. Requires the ability to develop appropriate client case management, accurately assess situations, plan and coordinate activities, and solve problems. Must be resourceful when responding to changing circumstances.