



MISSION

Christian Care Communities enhances the journey of life for Older Adults.

VISION

Christian Care Communities’ vision is a society that values and serves people of all ages.

PART I: POSITION IDENTIFICATION

Social Services Director - CHC

Job Code:	23127
Program:	Older Adults
Facility:	Christian Health Center
Location:	Non-specified
Department:	774 Social Services
Direct Supervisor:	Administrator / Exec Dir
Effective Date:	December 2000
Revision Date:	April 2021

PART II: POSITION SUMMARY

The **Social Services Director - CHC** is responsible for evaluating prospective residents by performing on-site clinical and financial assessments to determine appropriateness of admission ensuring an efficient admission process by working with the residents and their families initially, while maintaining compliance with all applicable laws, regulatory and organizational standards.

PART III: POSITION REQUIREMENTS

Education:	>120 bed facility, Bachelor’s Degree in a human services field, but not limited to sociology, special education, rehabilitation counseling and psychology <120 bed facility, Associate’s Degree or pursuit thereof
Required Experience:	2 years’ experience in a social or recreational program setting
Preferred Experience:	Skilled nursing facility knowledge/long term care background
Required Certification or Licensures:	Certified in Activities or able to obtain within 120 days of hire; Certified Nurse Aid; Commercial Driver’s License (CDL) License Class C with passenger endorsement, or ability to obtain within 90 days of hire

Skills, Abilities and Knowledge

1. Excellent communication skills to include:
 - a. Ability to speak and read English
 - b. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals
 - c. Ability to write routine reports and correspondence
 - d. Ability to speak effectively before groups of employees, organizations and others
 - e. Ability to communicate effectively with all levels of staff
2. Working knowledge of various software programs such as Microsoft Office products including, Word, PowerPoint, and Excel

PART IV: ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

The incumbent performs job responsibilities without posing a significant risk of substantial harm to the health or safety of him/her or others while maintaining compliance with all policies and procedures of Christian Care Communities and within the parameters of the Organization's mission, vision, and values.

1. Develops, manages and implements preliminary and comprehensive written social service plans of care for each resident or patient, identifying problems and needs, as well as goals of the resident or patient. Develops a comprehensive rehabilitative plan, which will be successful and practical.
2. Assists residents or responsible parties in processing forms or applications in the effort to obtain outside services such as Medicaid, Medicare, Social Security or any other service to which the resident may be entitled.
3. Identifies the need for, and obtains resources from, community social, health and welfare agencies to meet the needs of the resident. Schedules appointments as needed.
4. Provides informal counseling to uncover any problems which might be interfering with the residents' socialization and participation in home activities.
5. Provides residents with opportunities to make vocal their problems. Finds solutions to issues concerning the resident, family and facility. Communicates all grievances to the administrator.
6. Maintains up-to-date evaluation documentation on each resident's activities at the facility in compliance with all state and federal requirements
7. Contacts family to provide a better understanding of the residents' issues and affords the relatives a channel of communication with the facility. Establishes contact with family members during relative visitation at the facility or by telephone contact.
8. Advises residents and their families in their time of transition and additional times of need. Helps to dispel any guilt feelings related to the long-term care of family members, works to alleviate doubts concerning the placement of family members in a long-term care facility and assures families in transition of continued mission to provide the most superior care possible for their loved ones.
9. Respects the rights of others and obtains only that information which will be useful to resident rehabilitation. Maintains confidentiality of the resident and their families as paramount and any information obtained and formulated on a resident will be kept in the strictest of confidence.
10. Creates and presents programs and activities tailored, when feasible, around the residents' interests and limitations, which will be structured to provide the residents with opportunities to become active and creative.
11. Makes referrals to outside services including but are not limited to Dentists, Optometrists, Medical specialists, Podiatrists and Psychological services. Schedules appointments as needed. Manages these systems including assessments, documentation and the implementation of these services.
12. Provides resident and family tours, manages paperwork, and coordinates the physical move of new or existing residents.
13. Personifies outstanding customer service to co-workers, clients and vendors by acting as a subject matter resource in a timely, considerate and friendly manner, always maintaining the "Golden Rule" approach; practices patience and kindness.

PART V: PHYSICAL DEMANDS AND WORK ENVIRONMENT

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the physical demands.

1. While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear.
2. The employee frequently is required to stand, walk, and sit. The employee must occasionally lift and/or move up to 25 pounds.
3. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.
4. Specific communication abilities required by this job include the ability to talk and hear in order to converse with others, discern, convey, express oneself, and exchange information.

Work Environment

The work environment characteristics described here are representative of those an employee may encounter while performing the essential functions of this job.

1. The noise level in the work environment is usually moderate; lighting is in the standard range for office duties; business equipment is regularly operated (computer, copier, fax, printer, postage meter, land line and mobile phones, etc.).
2. The employee is subject to falls, burns from equipment, odors, and exposure to the infectious waste, diseases and conditions, including the AIDS and Hepatitis B and C viruses.

PART VI: “W.E. C.A.R.E.” VALUES

Christian Care Communities is a values’ driven organization with six (6) core values. All staff members are expected to successfully meet the following non-negotiable Core Values Standards of Performance which will be used to measure overall work performance:

- 1. Work with compassion for Older Adults and their families:**
 - a. Listen carefully
 - b. Professional and pleasant interaction
 - c. Practice patience and gentleness

- 2. Embrace aging as a valued part of life:**
 - a. Encourage and respect individuality
 - b. Be humble and accepting
 - c. Compassionately engaged

- 3. Care for all the needs of those we serve:**
 - a. Provide exceptional care with kindness and humility
 - b. Know your residents and colleagues – their important occasions and crises
 - c. Care about wellness and healthy lifestyles, and both set an example personally, as well as encourage others in their efforts to improve

- 4. Always seek opportunities to improve and grow:**
 - a. Share knowledge
 - b. Challenge people to reach their highest potential
 - c. Stay abreast of industry trends and the latest technologies

- 5. Respect the dignity of each person:**
 - a. Invite participation and ideas from everyone
 - b. Treat everyone with honesty and fairness
 - c. Thank and recognize people for what they do
 - d. Acknowledge and speak daily

- 6. Exemplify integrity, excellence, and accountability:**
 - a. Model what you expect
 - b. Do your best and strive to do better
 - c. Accept your role at Christian Care
 - d. Be reliable, enthusiastic, and proud friends of Christian Care

PART VII: JOB DESCRIPTION ACKNOWLEDGEMENT

I have received a copy of my job description and state that I have read or have been provided accommodations to comprehend and fully understand the requirements of this description and agree to abide by its requirements and will perform all duties and responsibilities to the best of my ability.

I understand this description is intended to be a general statement concerning *this position and is not to be considered a detailed assignment*. Other duties may be assigned, and it may be modified by my employer as need arises.

I certify that at this time I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these activities.

I further certify that this job description was orally reviewed with me and I have been given the opportunity to ask questions of my employer concerning these matters and that this *job description will be a basis for evaluating my performance*.

I accept the position of: **Social Services Director - CHC**

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

RETAIN ENTIRE JOB DESCRIPTION IN PERSONNEL FILE

-----**FOR HR USE ONLY**-----

Workers' Compensation Code: 8824
FLSA Status: Exempt
EEO Code: 9
EEO Title: Service Workers

This position is subject to the following background screens as indicated below:

- Commercial Driving Screen
- Social Security Number Trace
- County Criminal
- State Criminal
- Kentucky Nurse Aide Abuse Registry
- Motor Vehicle Report (MVR)
- Prior Employer Verification
- Reference Check and Verification
- Professional License/Certification Verification