

Adding Quality of Life to Each Day

Job Title:	Social Work and Bereavement Manager
Department:	Administration
Reports to:	Director of Clinical Services
Next Review Date:	12/2024

Mission Statement

To provide individualized and compassionate care, education, and support for the dying and those who have experienced loss.

Job Summary

This position is responsible for collaborating with the Director of Clinical Services in the development, implementation, and evaluation of the day-to-day clinical operations as it relates to the Social Work, and Center for Grief Education and Support (CGES) departments. Duties include:

- Provide leadership, direct supervision, and support to the Social Work, and CGES team members.
- Support effective communication and teamwork among interdisciplinary members of the team;
- Work collaboratively with the Clinical Services Manager and Director of Clinical Services regarding daily
 operations to meet patient care needs;
- Problem-solve in relation to patients or the agency in coordination with appropriate team members.

Job Specifications

- Education and Training Bachelor's degree in social work, psychology, sociology or related field required.
- Experience Three (3) + years of previous experience providing supervision and support to social workers and/or counseling staff, in a health care facility required. Previous hospice experience preferred.
- Valid driver's license with acceptable driving record per policy with daily access to a reliable and insured vehicle.
- Additional skills Must have strong written and verbal communication skills, strong organizational skills, accurate and attentive to details, proficient keyboarding skills, prior experience with electronic medical record systems and belief in the hospice concept.

Job Responsibilities

Direct Supervision

- Provide leadership, support, and guidance in supporting agency policies, procedures, and guidelines.
- In collaboration with the Director of Clinical Services, coordinate and supervise the planning and delivery of quality, cost-effective hospice care by:
 - o Ensuring completion and coordination of tasks assumed by other clinical staff;
 - Advising and supporting direct reporting staff with patient care challenges;
 - Supervising the quality of care provided; and
 - o Providing staff orientation, scheduling, education, and support.
- Schedule and facilitate meetings with direct report team members.
- Evaluate patient services provided by the direct report team members.
- Function as liaison between Homecare staff, patients, families, and other care providers; contribute to
 effective patient and customer relationships by assisting patients, families, providers, and staff to resolve
 expressed concerns.
- Audit direct report team member charting for complete chart documentation.
- Address all complaints in a timely manner, document the outcome, and maintain a record in the Complaint Log.
- Audit and approve electronic timecards.



- In collaboration with the Director of Clinical Services, provide yearly written and verbal evaluations for Social Workers, Bereavement Counselors and Administrative Assistant in the CGES.
- Conduct supervisory visits to evaluate the performance of employees as needed.
- Attend IDT regularly.
- Assist all direct report staff with their patient/family assignments as needs are identified.
- Foster teamwork by initiating and building communication with all levels of management and employees to promote cohesiveness and improved outcomes.
- Participate in the development, revision, and implementation of policies and procedures, goals, and objectives; ensure standards of care relevant to the disciplines of social work, and bereavement services.
- Identify and coach staff who are not meeting standards/requirements. Follow appropriate discipline and documentation.
- Communicate with the Director of Clinical Services regarding personnel issues, patient care concerns, and utilization of resources.
- Demonstrate skill in encouraging and achieving employee satisfaction as evidenced by retention of qualified and competent staff
- · Participate in the hiring, orienting, and evaluation of clinical staff.
- Engage in continual learning opportunities to ensure knowledge is relevant and current.
- Attend organizational and community committees and work groups as needed.

Compliance

- Maintain basic knowledge of state licensure, federal certification, and accreditation requirements.
- Familiar with licensure requirements for supervised disciplines
- Monitor delivery of care and documentation of direct report team members to ensure compliance with agency policies and procedures.
- Adhere to the practice of confidentiality regarding patients, families, staff, and the agency.
- Work closely with the Director of Clinical Services, the Clinical Services Manager and the Quality and Education Manager to ensure compliance in all areas of patient care as mandated by the MN State Department of Health, CMS, and Medicare/Medicaid Hospice Conditions of Participation.
- Assist the Director of Clinical Services in facilitating agency surveys.
- Support QAPI, clinical leadership decision-making and agency policy and procedure development by participating on the agency's Leadership Team.
- Maintain facility survey readiness as mandated by Federal, State, and local regulations.

Interdisciplinary Support

- Assist with utilization review for appropriate use of agency resources.
- Serve as liaison between the agency's Medical Director or designee, the Director of Clinical Services, and the hospice interdisciplinary team regarding complicated clinical care issues.
- Facilitate interdepartmental communication with co-workers and staff when appropriate.
- Facilitate, advocate, and validate the role of the volunteer as part of the interdisciplinary team.
- Other tasks as assigned by the Director of Clinical Services.



Related Duties and Responsibilities

- Participate in and present psychosocial continuing education.
- Coordinate the delivery of bereavement services to clients.
- Provide pre-bereavement services to clients, as needed.
- Provide short-term individual counseling to clients, as warranted.
- Facilitate grief support groups (including some evening groups)
- Other duties as assigned.

Agency Expectations

- Adhere to all Seasons Hospice policies and procedures.
- Adhere to the Seasons Hospice Behavior Standards.
- Maintain absolute confidentiality of all information pertaining to patients, families, and staff. Adhere to all Health Insurance Portability and Accountability Act (HIPAA) rules and regulations.
- Display a positive and professional image and attitude in all relationships with patients, families, peers and in the community.
- Always serve as an ambassador for Seasons Hospice.
- Communicate clearly, concisely, and accurately, creating a work environment that provides growth and job satisfaction for self and others.
- Provide verbal and/or written performance reviews for assigned staff members, including peer and selfevaluation.
- Work effectively in a team environment.
- Demonstrate ongoing responsibility for self education.
- Maintain patient and personal safety regarding occupational health and safety.
- Assume responsibility for the promotion of the hospice concept in the community and with other agencies and professionals.
- Actively participate in committees within the agency.
- Attend scheduled department meetings and agency meetings on a regular basis.
- Participate in the safety program and promote a safe work environment.
- Participate in the Quality Assessment Performance Improvement Program (QAPI); as requested.
- Participate in orientation, training and education of new employees and volunteers as requested.
- Assess opportunities for improvement in agency processes.
- Participate in orientation and supervision for students seeking experience in hospice care as requested.
- Perform other duties as requested and/or assigned.

Physical Demands

Areas indicated below are generally required to perform essential job functions of this role.

Х	Standing	Х	Reaching	Χ	Stooping	Χ	Speaking
Х	Sitting	Х	Grasping	Х	Climbing Stairs	Х	Repetitive Motion
Х	Walking	Х	Feeling/Touching	Χ	Pinching		
Х	Lifting/Carrying	Х	Typing	Х	Vision		
Х	Pushing/Pulling	Х	Crouching	Х	Bending		
Х	Hearing	Х	Crawling	Х	Kneeling		



Physical Demands								
Sedentary (Requires lifting 10 lbs., carrying small objects) X Light (Requires lifting 20 lbs., with occasional carrying of up to 20 lbs.) Medium (Requires lifting 50 lbs., with occasional carrying of up to 25 lbs.) Heavy (Requires lifting 100 lbs., with occasional carrying of up to 50 lbs.) Very Heavy (Requires lifting over 100 lbs., with occasional carrying of up to 50 lbs.)								
Cognitive or Mental Demands								
Position requires the following on a regular basis: critical thinking skills, ability to read and write, clear verbal articulation, develop plans, procedures, goals, and strategies; implement recommendations by coordinating persons and/or resources, mathematics, draw conclusions from written or computer-generated material.								
Working Environment Dema	Working Environment Demands							
Work is performed primarily indoors, and the individual is not substantially exposed to adverse environmental conditions. May spend portion of time working on a computer. May occasionally work longer than 8 hours/day. Must be able to tolerate some variability in work hours; must have ability to be flexible with work schedule. Must be able to work independently and in a team environment.								
Exposure Risk								
Involves <i>routine</i> exposure to blood or body fluids								
X Involves <i>possible</i> exposure to blood or body fluids								
Supervising Demands								
X Position <i>has</i> direct supervising responsibilities Position <i>has no</i> direct supervising responsibilities								
Travel Demands								
Position requires regular use of an insured, reliable vehicle for travel throughout the Rochester community and within the Seasons Hospice service area.								
X Position requires regular use of an insured, reliable vehicle.								
Position does not require travel.								
This job description is only a summary and is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee.								
Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.								
This job description is subject to change at any time with or without notice.								
	helle Donahue - Director of Human sources	Date:	July - 2023					
	tina Wright Peterson - Executive ector	Date:	July - 2023					
Updated/Revised on:		Date:	December - 2024					