



## COMPETENCY-BASED JOB DESCRIPTION

| Field                   | Detail                                                                                                                                                                               |
|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Job Title</b>        | SNF Social Services & Resident Advocacy Coordinator                                                                                                                                  |
| <b>Department</b>       | Skilled Nursing Facility (SNF) / Social Services                                                                                                                                     |
| <b>Reports To</b>       | Director of Nursing                                                                                                                                                                  |
| <b>Flsa Status</b>      | Non-Exempt / Hourly                                                                                                                                                                  |
| <b>Pay Range</b>        | \$35.00 – \$42.00                                                                                                                                                                    |
| <b>Work Arrangement</b> | Onsite at the SNF; Schedule Set by the Director of Nursing to Meet Resident, Care-Plan, and Regulatory Needs                                                                         |
| <b>Work Location</b>    | Southern Inyo Healthcare District Skilled Nursing Facility (33 Licensed Beds)                                                                                                        |
| <b>Effective Date</b>   | [Insert Date]                                                                                                                                                                        |
| <b>Position Review</b>  | This Job Description Describes the General Nature and Level of Work Expected and May be Updated Based on District Operational, Regulatory, Licensing, or Resident-Care Requirements. |

### Job Summary

Serves as the District's formally designated SNF social services representative, responsible for providing and coordinating the medically related social services each resident needs to attain or maintain the highest practicable physical, mental, and psychosocial well-being. The position performs social services assessments; identifies psychosocial needs and barriers; participates in care planning and interdisciplinary team activities; advocates for resident rights; leads social-services aspects of discharge planning and transitions; coordinates community resources and public-benefit support; assists with advance directives; and promptly escalates resident-safety, abuse, neglect, and rights concerns.

The position works collaboratively with nursing, medical staff, rehabilitation, dietary, activities, administration, residents, families, representatives, community agencies, and the Long-Term Care Ombudsman. It requires sound judgment, discretion, compassion, and strong documentation and communication skills.



## COMPETENCY-BASED JOB DESCRIPTION

### Designation, Protected Time and Coverage

Because federal and California requirements apply to a 33-bed SNF regardless of its size, the following controls are part of this position:

- The Incumbent Is the SNF's Designated Social Services Representative, as confirmed in writing by the Administrator and the Director of Nursing. The District Maintains One Current, Unambiguous Job Description for the Position
- Required Social Services Duties Take Priority. Other Assignments, Including any Billing, Administrative, or Clerical Work, May Not Displace or Delay Required Social Services When Doing so Could Affect a Resident's Psychosocial Needs, Well-Being, or Access to Services
- The Administrator and Director of Nursing Establish and Document the Protected Time for Social Services, Based on Census and Resident Needs, and Review it at Least Quarterly
- A Written Coverage Plan Names a Qualified Backup for Absences, Including Care-Plan and Interdisciplinary Meetings
- The Director of Nursing Monitors Completion of Required Social Services Duties and Documentation at Least Monthly and Reports Gaps to The Administrator

### Essential Duties and Responsibilities

#### A. Social Services Assessment and Documentation

- Completes the Required Social Services Interview and written Assessment for Each New Resident within the Timeframes Required by Federal and California Requirements and SIHD Policy, and Contributes to the Comprehensive Assessment
- Identifies Each Resident's Psychosocial Needs, Strengths, Preferences, Concerns, Barriers, Support Systems, and Discharge Goals, Including Social, Financial, Family, Environmental, and Community Factors
- Completes Required Interview Components of The Assessment (Such as Mood, Cognition, and Discharge-Planning Sections) When Trained and Assigned
- Updates Assessments Quarterly, After Significant Changes, and as Needs Arise, and Documents Interventions and Follow-Up in the Resident's Medical Record
- Writes Timely, Accurate, Signed Progress Notes at the Frequency Required by Applicable California Regulations and SIHD Policy

#### B. Care Planning and Interdisciplinary Coordination

- Participates in Resident Care-Plan Meetings and Interdisciplinary Team Activities and Provides Social Services Information and Recommendations
- Develops or Contributes to Resident-Centered Social Services Goals and Interventions with the Resident, Family, Representative, Physician, Director of Nursing, and Care Team
- Coordinates with Nursing, Rehabilitation, Dietary, Activities, Medical Staff, and Administration and Coordinates Coverage for Meetings when Unavailable
- Helps Interpret the Resident's Social, Psychological, and Emotional Needs to the Medical Staff and Care Team



## COMPETENCY-BASED JOB DESCRIPTION

### **C. Resident Advocacy and Resident Rights**

- Serves as a Resident Advocate and Helps Residents Communicate Concerns, Preferences, and Requests to Appropriate District Personnel
- Informs Residents and Representatives of Resident Rights, Personal and Property Rights, and Available Resources, Consistent with Federal and California Requirements
- Assists Residents and Representatives with Complaints and Grievances, Documents the Concern and Actions Taken, and Reports to the Director of Nursing and the Grievance Official Under SIHD Policy
- Supports Resident Participation in Care Decisions to the Extent Permitted by the Resident's Condition and Applicable Requirements
- Assists Residents with Long-Term Care Ombudsman Referrals and Communications

### **D. Admission, Discharge Planning and Transition Support**

- Participates in Admissions, Readmissions, Room Moves, and Resident and Family Inquiries as Assigned
- Begins Discharge Planning at Admission and Continues throughout the Stay, Identifies Barriers to a Safe Discharge, and Develops Discharge Plans with the Resident, Family, Representative, and Interdisciplinary Team
- Coordinates Referrals, Follow-Up Appointments, Transportation, Housing-Related Needs, and Transfer of Services to Community Providers
- Documents Discharge Planning Activities and The Resident's Final Discharge Status
- Supports Required Resident Screening and Referral Processes, Such as PASRR, as Assigned

### **E. Community Resources, Benefits and Public Assistance**

- Maintains Working Relationships with County and Community Agencies, Nonprofit Organizations, Community Health Workers, and Veterans Services, and Keeps a Current File of Community Resources
- Assists Residents with Access to Housing, Food, Transportation, Financial Assistance, and Other Community Resources
- Assists Residents and Authorized Representatives with Applications and Documentation for Public Benefits, Such as SSI/SSA, Disability, and Medi-Cal-Related Matters, within the Scope of the Position
- Provides Residents and Families with Information on Medicare, Medi-Cal, and Other Financial Assistance Programs, and Refers Complex Eligibility or Legal Matters to a Qualified Professional or Agency
- Assists with Resident Trust or Resident Account Processes in Accordance with SIHD Policy

### **F. Advance Directives, Representatives and Conservatorship Coordination**

- Assists Residents in Accessing and Completing Advance Directive Documents and Coordinates Required witnessing or Validation Processes
- Identifies Residents who Need Help Understanding or Communicating Advance-Care-Planning Preferences and Coordinates with Appropriate Representatives



## COMPETENCY-BASED JOB DESCRIPTION

- Coordinates With Authorized Representatives, Agents Under Durable Powers of Attorney, Conservators, Family Members, and County or Court Representatives, and Maintains Documentation of Those Communications
- Escalates Legal or Decision-Making Questions to The Administrator or a Qualified Professional

### **G. Psychosocial Support and Referral**

- Provides Supportive Interventions within the Scope of the Position's Qualifications and Helps Residents Adjust to Admission, Changes in Health, Changes in Living Environment, and Discharge
- Identifies Psychosocial Concerns That Need Referral To Qualified Behavioral-Health, Clinical, or Other Professional Services, Makes Referrals, and Documents Follow-Up
- Maintains Professional Boundaries and Does Not Provide Services Outside the Incumbent's Licensure, Certification, Training, or Authorized Scope

### **H. Resident Safety, Mandatory Reporting and Regulatory Escalation**

- Immediately Reports witnessed or Reported Suspected Abuse, Neglect, Exploitation, Rights Violations, or Unsafe Discharge to the Director of Nursing and the Administrator, and Completes Required Reports to the Ombudsman, Law Enforcement, Adult Protective Services, and the California Department of Public Health in the Manner and time Required By Law (Including Form SOC 341 where Applicable)
- Does Not Independently Investigate Matters Outside Assigned Authority and Maintains Confidentiality throughout Reporting and Investigation
- Supports Readiness for CDPH and CMS Surveys, Participates In Survey Activities And Corrections As Assigned, And Reports Compliance Concerns Through The SIHD Escalation Process
  - Reports Incidents and Accidents Immediately And Participates In Fire Safety and Disaster-Preparedness Drills

### **I. Training, Committees and Other Responsibilities**

- Participates in Staff Orientation and In-Service Education Related to Resident Psychosocial Needs and Resident Rights, and in the SNF's Quality Assurance and Performance-Improvement Activities as Assigned
- Serves on Committees as Assigned and Attends In-Service Training Before Tasks that May Involve Exposure to Blood, Body Fluids, Infectious Materials, or Hazardous Chemicals
- Performs Other Duties Reasonably Related to the Position and Consistent with the Incumbent's Qualifications and Department Needs

### **J. Confidentiality, HIPAA and Compliance**

- Complies with HIPAA and SIHD Privacy and Security Policies and Accesses, Uses, and Discloses Protected Health Information Only as Authorized and Necessary for Assigned Duties
- Complies with SIHD Personnel, Safety, Infection-Control, and Compliance Policies and Procedures
- Immediately Reports Suspected Privacy, Security, or Compliance Concerns through the Appropriate SIHD Reporting Process



## COMPETENCY-BASED JOB DESCRIPTION

### Regulatory Requirements for the 33-Bed SNF

The position is designed to meet the following requirements. This table summarizes requirements relevant to the role and does not replace the regulations themselves; the District's Compliance function confirms applicability and updates the table when requirements change.

| Requirement                                                                                                                                                                                                                                      | Source                                             | How It Applies To This Position                                                                                                                                                                                              |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Provide Medically Related Social Services to Attain or Maintain The Highest Practicable Physical, Mental, and Psychosocial Well-Being of Each Resident                                                                                           | 42 CFR §483.40(D) (F745)                           | Core Purpose of the Position; Applies Regardless of Bed Count                                                                                                                                                                |
| Full-Time Qualified Social Worker Required Only <b>Above 120 Beds</b> ; A Qualified Social Worker Holds A Bachelor's Degree In Social Work or A Human Services Field Plus One Year of Supervised Social Work Experience in a Health Care Setting | 42 CFR §483.70(P) (F850)                           | A Full-Time Qualified Social Worker Is Not Required at 33 Beds, but the District Must Still Designate and Sufficiently Resource a Qualified Person; the Education and Experience in this Job Description Track that Standard |
| Comprehensive Assessment within 14 Days of Admission and at Required Intervals; Care Plan Developed within 7 Days After the Comprehensive Assessment, with the Interdisciplinary Team                                                            | 42 CFR §483.20, §483.21 (B)                        | Social Services Assessment, Care-Plan Participation, and Quarterly and Significant-Change Updates                                                                                                                            |
| Discharge Planning and Transition of Care                                                                                                                                                                                                        | 42 CFR §483.21 (C)                                 | Discharge Planning From Admission; Documentation of Plan and Discharge Status                                                                                                                                                |
| Resident Rights, Grievances, Advance Directives, And Dignity                                                                                                                                                                                     | 42 CFR §483.10; Title 22 §72527                    | Resident-Rights Education, Grievance Support, and Advance-Directive Assistance                                                                                                                                               |
| Prevent and Report Abuse, Neglect, and Exploitation; Immediate Reporting                                                                                                                                                                         | 42 CFR §483.12; Welfare & Institutions Code §15630 | Mandated-Reporter Duties: Immediate Report to Leadership and Timely Reports to the Agencies Required by Law, Including Form SOC 341                                                                                          |



### COMPETENCY-BASED JOB DESCRIPTION

| Requirement                                                                                                                                                                                                                                                                                                | Source                         | How It Applies To This Position                                                                                                                                                                 |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Required Staff Training, Including Abuse and Neglect, Resident Rights, Dementia Care, Behavioral Health, and Infection Control                                                                                                                                                                             | 42 CFR §483.95                 | Completion of SIHD State-Required SNF Training                                                                                                                                                  |
| California Social Work Service Unit Standards: Written Assessment within Five Days of Admission; Participation in Staff Conferences; Progress Reports at the Regulated Frequency; Monthly Staff Orientation and In-Service; Direction and Supervision of Non-Licensed Social Work Staff by a Social Worker | Title 22 §§72105, 72433, 72437 | Applied as SIHD Performance Standards where the SNF Operates a Social Work Service Unit. The District Confirms Applicability and Arranges Social-Worker Consultation or Supervision as Required |

### Knowledge, Skills and Abilities

#### Knowledge of

- Social Services Principles, Psychosocial Assessment, and Resident-Centered Care Planning
- Long-Term Care Environments and the Needs of Older Adults and Residents with Physical, Cognitive, and Behavioral-Health Conditions
- Resident Rights, Advocacy, Advance Directives, and Surrogate Decision-Making And Conservatorship Concepts
- Discharge Planning, Community Resources, and County and Public-Benefit Programs, Including Medicare and Medi-Cal
- Federal and California SNF Regulations Relevant to Social Services, Mandatory Reporting, and Survey Processes
- Confidentiality, HIPAA, and Professional Boundaries

#### Ability To

- Build Effective, Respectful Relationships with Residents, Families, and Representatives, Including in Difficult or Emotional Situations
- Advocate Professionally for Resident Needs and Identify Psychosocial Barriers
- Coordinate Community Resources and Facilitate Interdisciplinary Communication
- Document Interventions Accurately and on Time, and Manage Sensitive and Confidential Information
  - Communicate with County and Community Agencies
  - Recognize Issues Requiring Professional, Administrative, or Regulatory Escalation and Act Promptly



## COMPETENCY-BASED JOB DESCRIPTION

- Organize Work, Set Priorities, and Function Effectively Under Time and Regulatory Deadlines
- Work as a Team Member and Follow SIHD Policies, Including Attendance, Timekeeping, Safety, and Standards of Behavior

### Minimum Qualifications

#### Education and Experience (one of the following)

- **Pathway A:** Bachelor's Degree in Social Work or a Human Services Field (Such as Sociology, Gerontology, Psychology, Rehabilitation Counseling, or Special Education)
- **Pathway B:** Associate Degree or Equivalent Plus at Least One (1) Year of Experience in Social Services, Case Management, Human Services, or a Long-Term-Care or Health Care Setting

#### Professional Certification and 6-Month Development Expectation

- Completion of a Social Services Designee certification or training program approved by SIHD Human Resources and the Administrator Within Six (6) Months of Hire, under an HR- and DON-Approved Development Plan, unless the Incumbent already holds an Equivalent Qualification
- The Plan May Identify the Program, Completion Target Date, and Periodic Progress Reviews. Completion within Six Months is an Employment Expectation Unless SIHD Formally Approves an Exception based on Documented Circumstances
- Nothing in this Section Prevents SIHD from Establishing a More Stringent Requirement for a Particular Regulatory or Departmental Need

#### Other Requirements

- Satisfactory Completion of The Conditions of Employment Under HR-032, Including Criminal Background Clearance as Required by California Law for Long-Term-Care Personnel and Consistent with HR-028 And HR-029, Drug Test, Tuberculosis and Other Required Health Clearance, Physical Exam, and Satisfactory References
- Satisfactory Exclusion/Sanction Screening, as Applicable (HR-030)
- Ability to Meet CPR/BLS and any Other Certification, Immunization, or Health-Clearance Requirements Applicable to Long-Term-Care Personnel

The incumbent may not use the title "Social Worker" or provide services reserved for licensed or credentialed professionals unless the incumbent holds the required license or credential.

### Preferred Qualifications

The following are not required but will be given favorable consideration:

- Bachelor's Degree in Social Work (BSW) or a Master of Social Work (MSW), or an Associate Clinical Social Worker (ASW) or Licensed Clinical Social Worker (LCSW) Credential, which also



## COMPETENCY-BASED JOB DESCRIPTION

Supports Meeting the Federal Qualified Social Worker Standard and California Supervision Requirements

- 2+ Years of Supervised Social Work Experience in a SNF, Hospital, or Other Health Care Setting Working Directly with Individuals
- Current California RN or LVN License, Particularly for the Case-Management and Care-Coordination Aspects of the Position
- Experience with MDS Assessments (Including Interview Components), Care Planning, and Discharge Planning
- Knowledge of Medicare, Medi-Cal, SSI/SSA, Veterans Benefits, Advance Directives, and Conservatorship Processes
- Experience with the Long-Term Care Ombudsman Program, Mandated-Reporter Processes, and CDPH/CMS Survey Readiness
- Experience in a Rural or Small-Facility Setting and Bilingual Ability in a Language Spoken by SIHD's Residents and Families

## Required Technical Knowledge and Training

- Working Knowledge of Federal and California SNF Requirements for Social Services, Resident Rights, Grievances, Advance Directives, Discharge Planning, and Abuse Reporting
- Working Knowledge of the Electronic Health Record and Documentation Requirements for Social Services
- Within the First Six (6) Months of Employment, Completion of SIHD-Designated SNF Training, Including Abuse and Neglect Prevention and Reporting, Resident Rights, Dementia Care, Behavioral Health, Infection Prevention, HIPAA, and Compliance and Ethics
- Completion of the Initial Training and Competency Validation Under HR-038 and Department Orientation Under HR-036

## Performance Measures

Performance is evaluated on timeliness, quality, resident advocacy, and regulatory compliance. Targets are confirmed at least annually by the Director of Nursing and reviewed with the Administrator.

| Measure                                     | Target                                                                                                                                                 |
|---------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Admission Social Services Assessment</b> | 100% Completed Within Five (5) Days of Admission Where Title 22 §72433 Applies, and in All Cases within the Federal Comprehensive-Assessment Timeframe |
| <b>Care-Plan Participation</b>              | 100% of Scheduled Care-Plan Meetings Attended or Covered; Social Services Input Documented                                                             |



### COMPETENCY-BASED JOB DESCRIPTION

| Measure                                         | Target                                                                                                               |
|-------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|
| <b>Quarterly and Significant-Change Updates</b> | 100% Completed by the Required Review Date                                                                           |
| <b>Progress Notes</b>                           | 100% At the Frequency Required by Title 22 and SIHD Policy, Signed and Dated                                         |
| <b>Documentation Quality</b>                    | 95% or Higher Accuracy and Completeness on Periodic Documentation Audits                                             |
| <b>Discharge Planning</b>                       | 100% of Residents With Discharge Planning Initiated At Admission And A Documented Plan Before A Planned Discharge    |
| <b>Grievance and Concern Follow-Through</b>     | 100% of Grievances Logged, Referred to the Grievance Official, and Followed Up within SIHD Policy Timeframes         |
| <b>Abuse, Neglect and Rights Escalation</b>     | 100% Compliance with Immediate Reporting and Required Timeframes                                                     |
| <b>Advance Directives and Resident Rights</b>   | 100% of Residents with Advance-Directive Status and Rights Information Documented                                    |
| <b>Referrals and Community Resources</b>        | Referrals Tracked with Documented Follow-Up and Outcome                                                              |
| <b>Professional Performance</b>                 | Confidentiality, Attendance and Reliability, Collaboration, Professional Boundaries, and Compliance with SIHD Policy |

#### How Metrics Are Applied

- Targets that Reference Regulatory Timeframes are Minimum Standards; The District May Set Stricter Internal Targets
- **A Baseline Period (Recommended:** The First 90 Days Following Hire or Adoption of These Measures) May Be Used to Calibrate Non-Regulatory Targets before Formal Evaluation
- Results Affected by Factors Outside the Employee's Control, Such as Missing Information from Other Departments, Census Surges, System Downtime, or Coverage Gaps, are Documented and Considered



## COMPETENCY-BASED JOB DESCRIPTION

- Metrics inform, and Do Not by Themselves Determine, the Overall Performance Evaluation, which also considers the Duties, Behavioral Expectations, and Compliance Requirements in this Job Description

### Work Arrangement and Onsite Requirement

- This is an Onsite Position at the SNF. Schedules are Set By The Director of Nursing to Meet Resident, Care-Plan, and Regulatory Needs and may include Flexible Hours for Meetings and Family Contacts
- Limited Administrative Work May be Performed Remotely only when Approved by the Director of Nursing and Performed Securely and In Compliance with HIPAA and SIHD Policy
- Failure to Meet Required Attendance, Protected-Time, Documentation, or Assigned Work Expectations May Result in Corrective Action Consistent with SIHD Policy

### Work Environment and Physical Requirements

The position is primarily indoors in a skilled nursing facility and requires frequent sitting, with occasional walking and standing, hand use for writing and computer work, and frequent hearing, speaking, and reading. The position may occasionally require lifting or carrying items, such as policy manuals and resident records, of up to approximately 10 pounds. The incumbent works with residents who may have cognitive, medical, or behavioral needs, and may encounter upset or hostile residents or family members, and exposure to infectious materials, requiring standard precautions and appropriate protective equipment. Reasonable accommodation will be considered consistent with applicable requirements.

### Role Authority and Escalation

The incumbent performs assigned social services, advocacy, discharge-planning, and resource-coordination functions within established procedures and delegated authority. The incumbent does not independently establish District policy, make legal determinations, give legal or financial advice, make final decisions about conservatorship or capacity, or make decisions outside delegated authority.

Resident-safety concerns, suspected abuse, neglect, or exploitation, rights violations, unsafe discharges, grievances that cannot be resolved, survey and compliance concerns, and HIPAA/privacy concerns must be escalated immediately to the Director of Nursing and the Administrator and, as applicable, Compliance/Privacy leadership, Human Resources, or the agencies required by law.

### Employee Acknowledgment

I acknowledge that I have reviewed this job description and understand the responsibilities, qualifications, certification requirements, performance expectations, and work-arrangement expectations associated with the position. I understand that this job description describes the general



## COMPETENCY-BASED JOB DESCRIPTION

nature and level of work expected and is not intended to constitute an exhaustive list of all duties that may be assigned.

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Supervisor Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Human Resources Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_



## COMPETENCY-BASED JOB DESCRIPTION