

JOB DESCRIPTION – FAMILY & CHAPLAINCY SERVICES MANAGER

QUALIFICATIONS

1. Must possess a Masters in Social Work. Must have, or must have ability to immediately obtain and actively maintain Oregon licensure necessary for the billing of psychotherapy services (LCSW).
2. Must have minimum of five years combined work experience in the provision of program coordination and management, psychotherapy, clinical case management, and community social work.
3. Must have two years experience in psychosocial assessment and delivery of services to patients, clients, and families.
4. Must maintain professional liability insurance coverage.
5. Through education and/or experience, understands and accepts the Hospice concept of care and dissemination of the Hospice philosophy, mission, and policy.
6. Must have formal education, continuing education, and/or experience in Family Systems theory and counseling, and Bereavement support services.
7. Must be able to demonstrate understanding of, or willingness to learn, and commitment to the Systemic Strength Based practice of Social Work.
8. Must possess a sensitive and compassionate attitude towards accepting death as a part of life, and enhancing the quality of life for the patient and family assigned to his/her care.
9. Must possess demonstrated ability to communicate clearly, concisely, and respectfully with patients, their families, and all Hospice employees and community partners.
10. Must maintain professional integrity throughout all operations of social work practice, operating within his/her professional Code of Ethics.
11. Must understand and be comfortable working with organizational policy and daily operations, including the development of policy and procedures drafts.
12. Must demonstrate ability to function as an integral part of the Interdisciplinary Team; enhancing the mission, policy, and philosophy of South Coast Hospice.
13. Must demonstrate strong organizational, interpersonal, leadership, and team building skills.
14. Must have previously demonstrated skill in conflict resolution.
15. Must have demonstrated ability to cooperate and successfully form professional working relationships across departments, professions, and service delivery context.
16. Must possess a demonstrated work ethic founded upon personal and professional integrity and behavior.

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- 17. Must be detail oriented, able to multi task, be flexible with assignments, demonstrate good time management, and uphold attendance and performance standards.
- 18. Must maintain professional integrity throughout all operations of Social Worker practice, able to adhere to the practice of confidentiality regarding patients, families, staff and the entire organization.
- 19. Must have current CPR certification.
- 20. Must possess, or in 30 days be able to possess, an Oregon driver’s license, dependable transportation, and proof of automobile insurance.
- 21. Must maintain professional integrity throughout all operations of Social Worker practice, able to adhere to the practice of confidentiality regarding patients, families, staff, and the entire organization.

SKILLS REQUIRED

- 1. Keyboarding
- 2. Excellent verbal, written, and listening communication skills, allowing clear and concise communication with staff and patients.
- 3. Strong organizational, interpersonal, management, leadership, and teambuilding skills.
- 4. Must be able to operate basic office equipment necessary to the performance of duties, e.g. fax, copier, multi-line phones, and computer including EMR “Consolo” after satisfactory orientation and training.

PHYSICAL REQUIREMENTS

- 1. Must be able to lift a maximum of 25 lbs., using a 2-person assist with any awkwardly shaped or heavier weights.
- 2. Must be able to safely negotiate in a variety of environments, e.g. steep stairs, uneven surfaces, and cramped physical quarters.
- 3. Must be able to do extensive driving in a variety of road and weather conditions, and at night.

WORK ENVIRONMENT/HOURS

- 1. Normal office setting.
- 2. Diverse surroundings in patient homes with unpredictable environments, such as uneven surfaces, and potential hazards, i.e. animals, smoke, exposure to communicable diseases, etc.
- 3. Nursing homes, assisted living facilities, etc.
- 4. This is a salaried position.

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PURPOSE

This position exists to directly provide all aspects of oversight and management of direct services to Hospice patients and family members, as well as Bereavement services provided to grieving families, couples, adults, children and youth. The position also includes maintenance of the Family & Chaplaincy Services Department and Community Bereavement and Education (CBEC) infra-structure, as well as service delivery outcomes.

SUPERVISION

The Family and Chaplaincy Services Manager is supervised by the Executive Director of South Coast Hospice & Palliative Care Services, Inc.

The Family and Chaplaincy Services Manager supervises all staff providing direct services within the Family and Chaplaincy Services Department and the CBEC. This may include trained Hospice Volunteers specifically assigned to the FSD and/or CBEC, trained Hospice Volunteers, and Staff providing group-based services such as Grief Psycho-educational Support Services. Provides necessary means of team communications to include program focused, as well as case management and training shared information, dialogue and exchange.

FAMILY SERVICES DEPARTMENT DUTIES AND RESPONSIBILITIES

1. Provides oversight and program management to all program sub-components within the Family Services Department, including Hospice Social Work, Social Work admissions, and Chaplaincy.
2. Provides direction, guidance, support, review, and evaluation of Staff, including Social Workers, Chaplains, and Bereavement services to Hospice bereaved for the Family & Chaplaincy Services Department.
3. Provides program development, implementation, monitoring and modifications of sub-components, including Admissions, oversight of the Trauma Incident Team, and Chaplaincy program.
4. Provides supervision to Family Services Department Coordinator, as well as to all Staff in the Family Services Department.
5. Provides guidance and direction, on both the team and individual levels for Professional Development.
6. Monitors and assists with policy development within the Family Services Department.
7. Maintains and supports Department's kind and respectful approach to patient/family advocacy and care.
8. Available for Staff backup when needed.
9. Responsible to review current health care and Hospice literature related to duties and EDL care.
10. Function as a cooperative SCH and PCS Manager.
11. Reports for work at scheduled time, ready to perform work functions, and remain on task while completing entire scheduled shift, acknowledging occasionally there may be a need to be flexible.
12. Assist in other work responsibilities appropriate to position as requested or assigned by the Executive Director.

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- 13. May Assist the Executive Director with special projects as needed, including interdepartmental oversight and organizational needs.

To adhere to all SCH Personnel Policies including, but not limited to:

- Please initial _____* SCH Standards of Conduct as described in the agency’s Compliance Plan.
- Please initial _____* SCH Privacy Practices in accordance with HIPAA regulations.
- Please initial _____* SCH Sexual Abuse and Molestation Policy.
- Please initial _____* Media Policy

BEREAVEMENT CENTER RESPONSIBILITIES

- 1. Oversight of clinical and programmatic services of CBEC.
- 2. Oversees the pathways for inquires, referrals, assessment, and enrollment for Bereavement Center Services.
- 3. Provides oversight and program management to the grief support and counseling, therapists, and group facilitators of the Bereavement Program.
- 4. Oversees and supports Bereavement Staff in creation and quality of maintenance of clinical documentation.
- 5. Provides supervision and case consultation to bereavement therapist and group facilitators.

BEREAVEMENT SERVICE PROVISION

- 1. Provides Bereavement services to clients involving clinical assessment, treatment planning and ongoing therapy.
- 2. Supervises, delegates, and may provide direct services to Children and Youth.

Employee Signature

Date

Executive Director Signature

Date