JOB DESCRIPTION FOR:
Revision Date 5/14/2014

SOCIAL WORKER (BSW/MSW) – VOLUNTEER COORDINATOR

PRIMARY FUNCTION
The Social Worker’s (BSW/MSW) primary function is to provide psychosocial support to the patient/family unit based on an assessment that identifies the needs, goals, interventions and services indicated accordance with the established plan of care and to utilize professional training and personal judgment in monitoring the psychosocial assessment process.

The Volunteer Coordinator is a member of the interdisciplinary team who is responsible for representing the volunteers and advocating for volunteer services, identifying needs for volunteers, recruiting volunteers, and assigning volunteers with patients/families.

JOB RESPONSIBILITIES – SOCIAL WORKER
- Performs psychosocial assessments, case management, education and ongoing evaluation of patients and families.
- Completes comprehensive psychosocial assessments within 5 days. Maintains an appropriate clinical record, completing documentation by the next business day.
- Develops a written plan of care to provide information and direction to other interdisciplinary team members regarding the provision of social work services.
- Participates in the team decision to admit and/or discharge patients to hospice services.
- Assists with discharge planning by coordinating and ensuring that the plan is followed.
- Provides social work expertise regarding changes to the patient’s level of care.
- Documents all findings, needs, problems, measurable goals, plans, interventions, and patient responses in the clinical record.
- Communicates plans and changes to the physician and other members of the interdisciplinary team through the care plan, coordination notes, and participation in IDG meetings.
- Provides casework/evaluation and service management of patients requiring information about, or monitoring of:
  - Family relationships;
  - Meaning of illness to the patient and his/her family;
  - Cultural and spiritual attitudes in relationship to illness;
  - Long Term Care Planning – including process for placement;
• Advanced care planning expertise.
• Monitors safety of patient environment, including following reporting policy regarding possible abuse/neglect and suicide, ability of patient and family to adjust to the care of the patient in the home; and, the financial impact of patient’s illness upon the family.
• Demonstrates teamwork and effective communication to accomplish patient, team and Curo goals.
• Shares areas of expertise and initiates interdisciplinary referrals including community outreach regarding end of life care issues.
• Educates team members and patient’s families about community resources and how to access them appropriately.
• May negotiate and represent patients/families regarding community resources.
• Represents patients/families in request for benevolent funds from Curo Foundation.
• Participates in training and in-service education and leads training modules relating to SW role in hospice process. This includes training/mentoring of newly hired social workers to include orientation, policy, standards and process review.
• Assists in the development, implementation, and evaluation of the ongoing quality improvement process.
• Acts as the field placement supervisor for social work students including the day-to-day supervision, evaluation, project management and communication/coordination with the university’s field placement coordinator.
• MSW- Supervises Social Workers with a Bachelor’s degree per state and Curo policy.
• BSW- Works under the supervision of a Master of Social Worker per state and Curo policy.
• May participate in the on-call rotation to deal with admissions, deaths and crises management.
• Performs other activities as assigned.
• Consistently promotes company’s core values.
• Completes required Curo annual training.
• This is a safety-sensitive position.

JOB RESPONSIBILITIES – VOLUNTEER COORDINATOR
• Supervises all volunteer activity in local area of service.
• Maintains the 5% criteria per CoP’s.
• Assesses patient/family request for volunteer placement and assigns volunteer as appropriate.
• Assists with determining recruitment needs related to service area and patient population.
• Recruits, trains and retains volunteers for assigned area of service.
• Maintains frequent communication with the program volunteers.
• Schedules and facilitates volunteer training sessions and in-services.
• Networks with community resources and represents the volunteer program within the community.
• Represents the volunteer program in team meetings while encouraging use of volunteers.
• Serves as a liaison to facilitate communication between the volunteers and staff.
• Oversees volunteer visit documentation as received and files appropriately in patient file.
• Maintains volunteer recruitment and retention records.
• Maintains personnel file on all volunteers and performs annual evaluations and file updates as required.
• Records and maintains monthly statistics of volunteer visit and time documentation.
• Provides individual volunteer support as needed.
• Participates in the coordination of the patient’s hospice care and in the hospice’s quality assessment and performance improvement program.
• Fulfills other activities as assigned.
• Consistently promotes company’s core values.
• Completes required Curo annual training.
• This is a safety-sensitive position.

QUALIFICATIONS – SOCIAL WORKER
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

• **Education:** Bachelor’s Degree or Master’s Degree in Social Work from a CSWE School. A degree in Human Services/Social Services may be considered.
• **Experience:** One year experience as a Social Worker in a healthcare and/or hospice setting is required; three to five years preferred.
• **Licenses, Certifications and/or Registration:**
  o Licensure as required by the state in which the hospice is located.
  o CPR Certification
  o Current automobile insurance and valid driver’s license
• **Equipment/Tools/Work-Aids:** Must be able to operate computer, facsimile equipment, copier and cell phone/beeper. Must have and maintain transportation to be used for work.
• **Specialized Knowledge and Skills:** Knowledge of terminally ill patients and their families along with understanding of hospice and the psychosocial dynamics of illness, loss, and death; ability to apply knowledge of the special needs of hospice patient and families; knowledge of roles of all disciplines providing hospice services; knowledge of community resources; good oral and written communication skills; documentation management
• **Personal Traits, Qualities and Aptitudes:** Sensitivity to the impact of life and death issues faced by individuals with terminal illness; tact in dealing with these patients and their families; ability to support others at a time of crisis; ability to cope with the stress of repeated loss. Must be able to demonstrate flexibility by performing a variety of tasks, often changing from one to another of a different nature without loss of efficiency or
composure. Communicate effectively with people of all socioeconomic backgrounds. Responsible functioning in the work place, maturity, cooperation, flexibility, tact in dealing with co-workers and all members of the hospice team.

- **Working Conditions:** Patient's homes and/or institutional setting and automobile travel. Potential exposure to infections, communicable diseases, odors, blood, excreta and hazardous materials.

**QUALIFICATIONS – VOLUNTEER COORDINATOR**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- **Education:** Bachelor’s Degree preferred or four years related experience.
- **Experience:** Some healthcare/hospice or volunteer administration experience preferred.
- **Previous volunteer experience preferred.**
- **Licenses, Certifications and/or Registration:**
  - CPR Certification
  - Current automobile insurance and valid driver’s license
- **Equipment/Tools/Work-Aids:** Must be able to operate computer, facsimile equipment, copier and cell phone/beeper. Must have and maintain transportation to be used for work.
- **Specialized Knowledge and Skills:** Understanding of volunteer motivations; understanding of hospice; ability to apply knowledge of the special needs of hospice patient and families; knowledge of roles of all disciplines providing hospice services; knowledge of community resources; excellent oral and written communication skills; excellent organization and record keeping skills; proficient in both public speaking and training skills.
- **Personal Traits, Qualities and Aptitudes:** Sensitivity to the impact of life and death issues faced by individuals with terminal illness; tact in dealing with these patients and their families; ability to support others at a time of crisis. Must be able to demonstrate flexibility by performing a variety of tasks, often changing from one to another of a different nature without loss of efficiency or composure. Communicate effectively with people of all socioeconomic backgrounds. Responsible functioning in the work place, maturity, cooperation, flexibility, tact in dealing with co-workers and all members of the hospice team.
- **Working Conditions:** Inside environment. Occasional travel to patient’s homes and/or institutional setting. Potential exposure to infections, communicable diseases, odors, blood, excreta and hazardous materials.
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 requested by individuals with disabilities to allow them to perform the essential functions.

- Exchange information and communicate verbally and by written word
- Must be able to read, write, and comprehend English
- Demonstrate active listening skills
- Specific vision abilities include close vision, distance vision, depth perception, and ability to adjust focus
- Ambulate on rough surfaces and climb stairs
- Endure long periods of driving
- Stand, walk and/or sit for extended periods of time
- Lift or move up to 25 lbs
- The ability to work in a constant state of alertness and safe manner

STANDARDS
Maintains high standards of integrity and business ethics.
Abides by company rules, policies and procedures, and applicable laws and regulations.
Conducts self in an honest, ethical manner.
Reports promptly any suspected violation of compliance standards via the open door policy.

DIRECTIONS RECEIVED:
Reports to the Director of Operations.

__________________________________________________________________________  ________________________________________________________________________
Employee Signature                                                     Date