

MERCY HOSPITAL
 1031 Seventh Street
 Devils Lake, ND 58301-2798
 Phone (701) 662-2131

Job Performance Standards

Employee Name _____ **Department** _____ Hospice **Job Title** Social Worker/Bereavement Coordinator/Volunteer Coor.
Evaluation Period _____ **Evaluation Conducted On:** _____ **By:** _____
DOH: _____

Responsibilities and Duties:	Self Eval.		Manager		Comments/Development Plan
	Yes	No	Met	Not Met	
Mission and Core Values					
Complies with CHI Standards of Conduct					
Follows all Expected Behaviors as established by Mercy Hospital					
1. We will treat all information that we have about patients and co-workers with strict confidentiality.					
2. We will show kindness and gentleness in manners, speech, attitudes and actions while at work.					
3. We will demonstrate acceptance of every person, regardless of race, socioeconomic status and religion, by attitude shown through tone of voice, facial expression, and body language.					
4. We will inform patients honestly in regard to all exams and procedures they will be given, e.g., if there will be discomfort, etc.					
5. We will perform our job accurately for the safety and well-being of our patients.					
6. We will be professional at all times.					
7. We will show courtesy, such as by saying "Please" and "Thank you" in conversations with patients and co-workers.					
8. We will demonstrate our dependability by completing tasks that are assigned.					
9. We will recognize/compliment others when they have done a good job.					
10. We will cooperate with patients, families and co-workers to create the optimum atmosphere for healing.					
11. We will respect the privacy of patients by knocking on closed doors before entering.					
12. We will meet patient and co-workers with a smile and cordial greeting.					
Education					
Attends all mandatory in-services					
Participates in educational programs to enhance skills and maintain licensure requirements.					
Assumes responsibility for maintaining personal education records.					
Demonstrates knowledge of location and appropriate use of manuals (Infection Control Emergency Preparedness, Administrative, Hazard Communication, Policy & Procedure).					

Responsibilities and Duties	Employee		Manager		Comments/Development Plan
	Yes	No	Met	Not Met	
Safety					
Analyzes and identifies ergonomic issues					
Utilizes proper body mechanics					
Utilizes sufficient and proper assistance when transporting or lifting.					
Uses personal protective equipment appropriately					
Uses appropriate electrical safety precautions					
Reports safety and security concerns through proper channels (occurrence reports, safety concerns report, variance reports)					
Identifies appropriate departmental response to emergency procedures (Code Red, Code Pink, Adam 12, Code T, Code Blue, Code Green)					
Infection Control					
Uses standard precautions					
Uses transmission based precautions when appropriate					
Utilizes appropriate management of non-regulated and regulated waste					
Reports infectious diseases appropriately					
Utilizes proper hand hygiene					
Record Maintenance:					
Follows departmental policies and procedures for documentation					
Maintains appropriate logs					
Follows procedures for filing and record keeping					
Professionalism and Customer Service					
Uses proper telephone etiquette					
Dresses neatly and appropriately					
Uses break times appropriately					
Has less than four episodes of absenteeism per year					
Notifies appropriate individual in a timely manner of absenteeism due to illness					
Arrives to work on time					
Limits overtime to justifiable reasons					
Communicates within department and between departments in a timely and appropriate manner					
Applies good judgment in situations not covered by written or verbal instructions					
Acts as mentor for new employees or students as assigned					

Job Specific Responsibilities and Duties	Employee		Manager		Comments/Development Plan
	Yes	No	Met	Not Met	
1. Maintains information regarding community/outside resources and explores access to new resources as needed.					
2. Assists clients/families with financial concerns/issues.					
3. Assists client and family with plans for transfer from one setting to another.					
Hospital Specific:					
1. Reviews charts and visits patients/families to assess for appropriate age specific and discharge needs. Initiates plans for nursing homes, swing beds, or other community resources as appropriate.					
A. Documents on progress notes, family contacts and availability of resources as appropriate.					
B. Completes pre-admission screen with mental health management for nursing facility					
C. Coordinates nursing home or agency transfer/referral arrangements and communicates such with appropriate personnel.					
2. Participates in discharge planning meeting.					
3. Facilitates and coordinates bi-annual meeting with extended care facilities and referral agencies.					
Hospice Specific:					
1. Completes psychosocial and spiritual assessment of clients and families by conducting interviews with client, spouse, family, and/or significant others.					
2. Participates in the Hospice Interdisciplinary Team meetings and shares information as appropriate with team members.					
3. Coordinates the ongoing contacts with the community clergy.					
4. Provides bereavement counseling for family members as needed and refers to appropriate resources.					
5. Completes the bereavement assessment.					
6. Initiates bereavement services as appropriate with follow-ups as indicated.					
7. Recruits volunteers.					
8. Coordinates volunteer training program, revising the training manual as needed.					
9. Contacts and assigns the volunteers to meet the client/family needs as well as the					

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 volunteers interests and skills.

Job Specific Responsibilities and Duties	Employee		Manager		Comments/Development Plan
	Yes	No	Met	Not Met	
10. Reviews and maintains all volunteer documentation.					
11. Provides supervision for all active volunteers.					
12. Coordinates volunteer meetings.					
13. Participates in the annual review and revision of Hospice policies.					
14. Participates in Hospice fund raising activities.					

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Employee demonstrates competency to fulfill job responsibilities and duties _____
Employee consistently and correctly performs job responsibilities and duties _____
Employee requires further education/training to fulfill job responsibilities and duties _____

Next evaluation date _____

Additional Comments _____

Employee Comments _____

Employee Signature _____ **Date** _____

Manager/Director Signature _____ **Date** _____

JOB DESCRIPTION/PERFORMANCE EVALUATION

POSITION: Social Worker/Bereavement Coordinator/Volunteer Coordinator **FLSA: EXEMPT**

JOB SUMMARY

Performs the function of a licensed social worker in assessing, planning, implementing and evaluating all assigned care of patients and clients of all ages(neonates infants, pediatrics, adolescents, adults, geriatrics) in collaboration with appropriate health care team members. Assists the patients and their families with financial concerns and discharge planning. Responsible for development, implementation, and ongoing monitoring of the Bereavement Program. Trains, supervises and coordinates the Hospice volunteers. Participates in community education and fund raising. Promotes teamwork with all members of the health care team.

JOB RELATIONSHIPS

Reports to: Hospice Manager/Patient Care Manager
Supervisory Responsibility: Mercy Hospice Volunteers

SECURITY ACCESS

High Security Access - User has ability to access restricted or confidential information, or network infrastructure information, server configuration, or other user account information.

MINIMUM QUALIFICATIONS:

Training and Experience: Bachelors Degree in Social Work.
Must demonstrate positive communication skills and effective interpersonal skills to provide age appropriate care to the clients served.

Licenses, Registrations and Certifications:

Current North Dakota licensure in social work. Valid North Dakota driver's license.

Working Conditions:

Works in typical hospital environment and in clients homes, subject to the hazards associated with such an environment including exposure to infectious diseases, hazardous materials, emergency, stressful, or crisis situations and adverse driving conditions. Must be flexible in work schedule.

Physical Requirements:

Work is sedentary, light lifting required. Communication and technical skills necessary to perform job responsibilities.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all duties performed by the personnel so classified.