



Policy Name: <p style="text-align: center;">SOCIAL WORK</p>	Policy Number: <p style="text-align: center;">0309</p>
Approved By: <p style="text-align: center;">Executive Team</p>	Effective Date: <p style="text-align: center;">September 2, 1996</p>
Reason for Revision: <i>Click on item below and select item from list.</i> <p style="text-align: center;">CONTENT- Enter BELOW Reason for change Ex: Combined Policy ## and ##.</p> <p style="text-align: center;">Social Worker aligned to Job description and new format used</p>	Date Revised: <p style="text-align: center;">September 17, 2018</p> Next Date for Review: <p style="text-align: center;">September 17, 2021</p>
Section: <p style="text-align: center;">Section 03 - Psychological, Social and Spiritual Support</p>	Page No: <p style="text-align: center;">Page 1 of 4</p>

Policy

Based upon the ideals found within the Mission Statement of Agapé Hospice and Social Work values & ethics, the Social Worker strives to create a compassionate and supportive environment in which residents and/or families are able to achieve their uniquely defined hopes, personal development and needs.

As a member of the Interdisciplinary Team, the Social Worker demonstrates a range of clinical social work methodology and practice in providing support to the resident and members of her/his defined family. Support includes individual and group interventions that promote and/or restore resident capacity for optimal intellectual, emotional, psychosocial, and financial well-being by providing leadership in developing, implementing and evaluating interventions that are meaningful and valued by the resident, the family, and the Interdisciplinary Team.

The Social Worker is responsible for managing the Social Work department under the supervision of the Education and Clinical Projects Coordinator, and to work collaboratively with other disciplines.

The Social Worker represents Agapé Hospice to the social work community, maintains and develops positive relationships with the social work community and community resources.

OBJECTIVES

- To empower resident & families to achieve individually defined hopes and goals.
- To identify and assist in meeting the psychosocial needs of residents and families.
- To create a safe & trusting environment for residents, families, staff & volunteers, and establish and maintain positive ongoing communication.
- To provide a safe environment for children to express their feelings and thoughts, and promote a supportive level of awareness in parents or adult guardians towards their child's grieving process.
- To continue to strive towards an inclusive environment in which persons of other cultures & faiths may find validation & support.



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- To promote Social Work practice based on empirical evidence.
- To continue to support opportunities for strengthening and building upon Social Work knowledge base and professional development.
- To continue to act as an accountable, collaborative, contributing member of Agapé's Interdisciplinary Team.
- To maintains and develop positive relationships with the Social Work community and community resources.

CROSS REFERENCES

Policy 0310 – Referral to Social Work

Procedure

IMPLEMENTATION

Clinical

1. Provides psychosocial assessments from a Social Work perspective, based on Social Worker Ethics and Standard of Practice, for the IDT by maintaining positive and constructive communication with the team, effective charting, and regular attendance at rounds
2. Provides 1:1 or small group support for residents and their families in adjusting to the hospice environment, including addressing loss, grief, fear, and anxiety issues, promoting coping strategies, and/or helping the residents gain a sense of home physically and emotionally;
3. Receives referrals from other members of Interdisciplinary Team and follow-up as appropriate.
4. Forwards referrals to community agencies or receives referrals from other agencies as appropriate.
5. Ensures that residents and families are informed of the various available community supports available to them;
6. Arranges and facilitates family meetings, between family members and the Interdisciplinary Team involved in the care of the residents; ensures that positive communication is maintained at all time.



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7. Advocates on behalf of residents and their families including, but not limited to, accessing resources for financial assistance.
8. Assists residents and/or families in various practical issues, including but not limited to, funeral arrangements.
9. Supports young children during their visits by:
 - a. leading the children's grief support program "Elephant Club";
 - b. working with children, when requested by adults around the children, to assist them in their grief in a safe environment; and educate adults how to support grieving children; and
 - c. working collaboratively with a team of trained volunteers who offer support to children throughout their journey at Agapé.
10. Facilitates the discharge of residents to their home or the transition to other care facilities when required.

Organizational

1. Promotes the philosophy, mission, objectives and policies of The Salvation Army and Agapé Hospice while interfacing with residents, families, staff, and the community.
2. Attends internal meetings as the Social Work department representative.
3. Promotes a culturally competent hospice environment to serve the diversity of our residents and their families.
4. Provides Social Work expertise and education for all members of the Interdisciplinary Team as required.
5. Conducts ongoing evaluation of the Social Work program and/or research when required.
6. Manage the Social Work budget and other funding reporting;
7. Records and maintains statistics regarding Social Work activities on a regular basis as required by The Salvation Army, Alberta Health Services, and Funding Donor;
8. Ensures availability to Interdisciplinary Team members when work-related social issues arise.
9. Maintains annual updating of professional development and Social Work licensing.
10. Arranges Social Work coverage during leaves such as vacation;
11. Provides supervision to casual Social Workers.



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Community

1. Represents Agapé Hospice in the community by maintaining and developing positive relationships within the Social Work community and with various other agencies and community resources.
2. Attends meetings in the community, including Palliative/Hospice Care Social Work meetings.
3. Participates in educational or other public-speaking opportunities when requested and as time allows.