

Mission Possible: SNF Department Head Briefing



Session Title: Strategies for Social Services

Presentation Date: 03/28/2023

Presented By:

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Course Description:

This 12-month webinar series runs January-December 2023 and focuses on skill building for serving effectively as Long-Term Care Department Heads with an emphasis on effective leadership, operations and systems in the LTC setting. Guidance will include strategies for avoiding common deficiencies, performance improvement and QA activities, team building, productive meetings, and customer service. This session will discuss specifics for success as a Social Services Director by exploring specific aspects of the Social Services department within the facility.

Projected Learning Outcomes/Course Objectives: At the conclusion of each session, the learner will:

1. Describe processes for Social Service department oversight
2. Implement an effective strategic planning process
3. Identify a yearly plan for QA reviews/audits

Course Content

20 minutes	Processes for systems oversight
20 minutes	Strategic planning for the Social Service department
10 minutes	Yearly Plan for QA reviews/audits
5 minutes	Closing Comments/Q&A

Target Audience: Social Service Leadership

Instructional Level: Intermediate

Contact Hours: 1.0