Title: SOCIAL WORKER
Job Code: 5372
Department: Care Management Department
Reports to: Manager
FLSA Status: Exempt

SUMMARY: Responsible for assisting patients and families in receiving necessary services and support so that they may successfully manage their healthcare needs. This is accomplished through the completion of psychosocial assessments, discharge planning, intervention and support, as well as the appropriate utilization of resources to ensure quality care.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned. Incumbents in this position may not perform all of the duties outlined.

Incorporate the SPMH & Clinics' organization-wide, and department specific mission and philosophy into the delivery of high quality services. This includes following the guidelines of the department’s and the organization’s customer service plan in delivering services. All services and interactions will be provided with respect of the importance of confidentiality, high integrity and honesty.

Interact with all individuals with equally high respect and care, regardless of race, national origin, religion, sex, marital status, disability, age, sexual orientation, financial background, or other prohibited category. In addition, each employee is responsible to support a respectful work environment, free from any form of harassment.

Responsible for being competent in knowing techniques and skills, to adjust interactions and care to assure accommodation to individuals of all ages, and diverse backgrounds, or any other protected category.

Responsible to keep informed and current of SPMH & Clinic’s activities, and adhere to pertinent information which influences employees’ activities as communicated through Administration, Human Resources, Department Managers, payroll attachments, department meetings, Time out to Talk, Employee Newsletter or other forms of communication.

Perform duties in compliance with regulatory requirements, ie: JCAHO, Wisconsin Administrative Codes, OSHA, HCFA/Medicare, etc, as well as department-specific requirements.

Social Work Functions:
1. Assess and plan for post-hospital discharge needs through appropriate referrals to such services as skilled nursing facilities, home health, Meals on Wheels, equipment, Lifeline, and transportation services.

2. Assess the psychosocial functioning of patients and families and provide appropriate information and referrals to necessary resources and supports in the community.
3. Work as part of a collaborative team to assure efficiency and cost effectiveness in meeting patient needs. Assist with utilization review when needed during times of high census or case manager absence.

4. Assist in meeting the needs of patients that present to the Emergency Department during times of acute illness or injury by providing psychosocial assessments, supportive or grief counseling, and referrals to community resources.

5. Communicate with physicians at regular intervals throughout hospitalization and maintain an effective working relationship.

6. Assess patient’s progress through expected hospital stay and advocate for appropriate resources to meet patient needs. Facilitate family meetings as appropriate.

7. Act as patient advocate: investigates and reports adverse occurrences, and performs staff education related to resource utilization, discharge planning and psychosocial aspects of healthcare delivery.

8. Collaborate with clinical staff in the development and execution of the plan of care, and achievement of goals. This includes attending Patient Care Coordination meetings daily to provide updates on discharge needs.

9. Initiate Medicare hospital issued notices of non-coverage process and paperwork for Medicare patients according to CMS regulations.

10. Acts as liaison on the patient’s behalf between medical and nursing staff, relatives, UR and relevant outside agencies in coordinating discharge planning.

11. Coordinate referrals to the Swing Bed program through the collaborative coordination of care and identification of the patient’s ongoing needs.

12. Assist patients with advanced discharge planning prior to elective surgical procedures through individual psychosocial assessments, advance directives, and education of resources that are likely to be utilized.

13. Complete all documentation in an efficient and timely manner using an electronic health record.

14. Serve on organizational or community committees and participate in identified projects, as assigned.

QUALIFICATIONS: 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
EDUCATION and/or EXPERIENCE: Masters Degree in Social Work (MSW) and 2 to 3 years experience in a healthcare setting. Understanding of the importance of efficiency and cost effectiveness in successfully meeting patient needs is crucial.

CERTIFICATES, LICENSES, REGISTRATIONS: Valid State of Wisconsin Social Worker License.

KNOWLEDGE AND SKILLS: Skills in setting priorities, planning, interviewing, counseling, communicating, and solving problems are essential. Decisions impact the functions of multiple departments. Errors may result in confusion or financial loss to patients or the Hospital. Skills in understanding, explaining, teaching, and motivating people are vital. Position requires courtesy, tact, excellent human relations skills, a team member able to keep sensitive information about patients and others strictly confidential, and a person committed to quality of patient care.

Must be able to operate a variety of office equipment and be computer proficient.

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 made to enable individuals with disabilities to perform the essential functions.

Independent mobility. Must be able to travel from department to department and outside the Hospital to community agencies and community meetings. Most of work day is spent standing, walking and sitting. Some bending, crouching, pushing/pulling or lifting/lowering of 5 to 20 pounds. Repetitive motions with hands, wrists, or arms primarily from using computer video display terminal. Moderate exposure to infectious diseases and electrical equipment. Some exposure to skin irritants, lung irritants, radiation, sharp instruments, loud noises, toxic materials, and hazardous waste. Risk to these exposures is minimized by strict adherence to department and SPMH standards, policies and procedures.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Difficult to plan daily schedule because the referrals to this department come from Lifeline calls, pre-ops, inpatients, emergency room calls, clinic referrals. etc. Incumbent needs to be able to handle stress and multiple tasks at one time.

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