

# Welsh Mountain Health Centers

<b>Subject:</b> Job Description – Social Work Case Manager	
<b>Department:</b> Administration <b>Approved by:</b> Board Of Directors	Section: <u>1</u> No. <u>1</u> Effective Date: _____ Replaces: _____ Page <u>1</u> of <u>1</u>

**POSITION REPORTS TO:** Social Services Coordinator

**POSITION CLASSIFICATION:** Not Wage & Hour Exempt

## **SPECIFIC JOB RESPONSIBILITIES:**

- Initial screening and evaluation of patient;
- Comprehensive assessment of patients;
- Helping patients understand the resources and options available in the community;
- Educating patients on the roles of health care team members; assisting patients in communicating with members of health care team;
- interpreting information;
- Educating patients on the levels of health care (i.e. acute, sub- acute, home care); entitlements; community resources;
- Facilitating decision making on behalf of patients;
- Employing crisis Intervention;
- Educating hospital staff on patient issues;
- Promoting communication and collaboration among health care team members;
- Promoting patient navigation services; occupational profile 1 Social Workers in Hospitals & Medical Centers
- Arranging for resources and other needed services;
- Advocating for patient and family needs in different settings, and in the community;
- Championing the health care rights of patients through advocacy at the policy level. Benefits and Challenges of Working in a Hospital or Medical Center
- Other duties as assigned

## **QUALITY/EDUCATION/EXPERIENCE:**

Bachelor's degree in Social Work or related field; or

Knowledge of community resources and counseling/social work practices with high risk populations.

Experience working with persons in crisis.

Good documentation skills.

Excellent written and verbal communication skills, ability to establish rapport.

Ability to motivate others towards achieving goals.

Ability to work independently with strong sense of focus, task-oriented, non-judgmental, open personal qualities, clear sense of boundaries.

A strong sense of and respect for confidentiality involving both clients and fellow employees.

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Ability to work in a variety of settings with culturally-diverse families and communities with the ability to be culturally sensitive and appropriate

**REASONING ABILITY:** Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

**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

While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 50 lbs. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**TRAVEL REQUIREMENTS:** To fulfill the responsibility of the position travel to various areas of the region is required. Employee must have valid Pennsylvania driver's license and availability of a motor vehicle. Overnight travel may also be required in specific incidences of training, conferences, etc.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Confidentiality of patient information is mandatory and grounds for immediate dismissal as defined in the Center personnel policies.

The noise level in the work environment is usually moderate.

Hours are flexible as approved by your supervisor and increased hours for weekends and evenings during special events.

**I have read and understand the duties outlined in this job description. My signature indicates my commitment to perform these duties to the best of my ability.**

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Sign and Date