

Job Title: Medical Social Worker
Department: Social Services
Classification: Non-Exempt
Reports to: 1. Compliance Officer
2. CNO/VP of Patient Services

Summary/Objective

The Medical Social Worker is responsible for meeting the needs of the hospital's inpatient and outpatient population through counseling, referral, administrative and information services. The position will develop and implement a continuing care plan most consistent with identified needs as prescribed by patient's physician in compliance with legal and regulatory requirements.

Job Duties

- Assess the patient's social needs and determine those which may be interfering with the patient's recovery and/or return to the community through chart reviews, and patient and/or family interviews.
- Must be alert to the utilization of hospital beds for the acutely ill by enabling the patient/family to facilitate a discharge plan and complies with appropriate Federal and State regulations when procuring aftercare services.
- Serve as a consultant in the evaluation and interpretation of the many factors which may interfere with the patient's recovery, rehabilitation or maintenance of health.
- Maintain a knowledge of multiple agencies and supportive services related to nursing homes, home health organizations, hospice services, personal care services, transportation, pharmaceutical support, financial assistance, private duty, Office of Aging, Children and Youth in an effort to provide patients and families with an effective discharge plan.
- Collaborate with members of the health care team inpatient care in multidisciplinary meetings.
- Participate as a member of Norms and Standards Committee and other such committees in which a social-work viewpoint on patient care, services, etc. is needed.
- Document all interactions with the electronic health record.
- Communicate effectively with patient, families, members of the health care team as well as referral sources.
- Report departmental needs and problems to the Compliance Officer.
- Participate in any hospital in-service or orientation program to enable personnel to better understand the patient's social service needs, or to enable the employee to cope with job-related stress.

Education/Experience

- Bachelor's in Social Work (BSW) or associated field, Masters (MSW) preferred
- A minimum of two (2) years experience in implementing social services and/or clinical medical case management in acute care, with extended care or rehabilitation experience preferred
- Skills necessary to effectively communicate with various members of the health care team, other health care team, other health care facilities, community health related organizations, various external parties and regulatory agencies.

Knowledge, Skills and Abilities

- **Required to maintain absolute confidentiality of patient care, patient accounts and hospital related matters**
- **Required to abide by, and comply with, the provisions of the TAH Corporate Compliance Policy**

- Required to utilize positive Guest Relations principles in all interactions with patients, families, peers, third party payers and all members of the healthcare team
- Knowledge of basic office equipment such as copier, scanner, and fax machine, etc.
- Excellent communication, interpersonal and organizational skills
- Ability to communicate with all members of the health care team
- Ability to multi-task and prioritize assignments
- Strong attention to detail and demonstrated ability to use sound judgment in decision making

Work Environment

Work is performed primarily indoors in a generally pleasant work area. Physical demands are primarily the ability to work in a sedentary position with frequent keyboarding and occasional periods of walking, standing, reaching, handling, fine manipulation and grasping.

Positions Supervised

None