

## CHRISTIANA CARE

### JOB SPECIFICATION INSTRUCTIONS

<b>TITLE:</b> Social Worker	<b>CODE:</b>	<b>GRADE:</b>
<b>DEPT:</b> Cancer Care Management	<b>LOCATION:</b>	

**PRIMARY FUNCTION:**

To assist patients and families to identify social, emotional, and environmental needs and to connect them with available resources/services through the provision of a full spectrum of discharge planning and social work services. Provides supervision to social work staff, social work assistant and financial assistant.

**PRINCIPAL DUTIES AND RESPONSIBILITIES:**

1. Works with the patient, family, and other members of the health care team to formulate a discharge plan that provides the patient services in the appropriate post-acute care setting. Gathers and assesses information regarding the patient's physical needs, mental status, family support system, financial resources, and available community and governmental resources. Employs assessment to develop a comprehensive case management plan that will address the needs identified.
2. Provides supervision to social work staff, social work assistant and financial assistant. Assist director with evaluations and mentoring.
3. Coordinates and initiates training/orientation programs for staff, coordinates ongoing education presentations.
4. Participates in the development and maintenance of departmental policies and procedures.
5. Participates in performance improvement activities specific to departmental functions, system-wide initiatives and regulatory guidelines.
6. Program development and outcome tracking (Complementary therapy/Wellness program, health coaching, financial literacy program, patient advocacy program)
7. Collaborate with director to determine fiscal requirements of program, and prepare budgetary recommendations.
8. Determines specific objectives, goals, and measures that are designed to meet the client's needs that have been identified through assessment. The plan will be action-oriented and time-specific including collaboration with utilization management to manage length of stay. Maintains contact with the patient's third party payors to ensure the most cost-effective plan of care is being carried out and appropriate in network providers are being utilized.

9. Provides information about resources and options available in the community and coordinates service delivery.
10. Interprets patient/family needs and provides information concerning the availability and limitations of resources.
11. Educates and addresses concerns with service delivery including service gaps and access issues.
12. Implements discharge plan through service referral and coordination activities. The Social Worker always assures that the patient is given the choice in regard to agencies and services.
13. As part of the discharge plan development process, collaborates with other healthcare professionals in multidisciplinary meetings and patient rounds.
14. Screens high-risk patients and consults attending physicians regarding potential discharge planning problems identified as a result of this process. Interviews and assesses referred and high-risk patients to determine the need and desire for social work services.
15. Provides factual information based on current knowledge, to provide psychosocial support and assist the patient/family in coping with their disease to improve their overall health care management.
16. Provides specific information on how to communicate with physicians and other hospital staff to better utilize the hospital resources and increase understanding of the disease process.
17. In accordance with established clinical guidelines, standards, and pathways, establishes a comprehensive discharge plan for those patients with post-acute care needs. The Social Worker will organize, secure, integrate and modify the resources necessary to meet the goals stated in the discharge plan. The Social Worker will monitor patient care across the continuum through follow-up with patients, families, and community services.
18. Educates the patients and families regarding various symptoms and consequences related to specific diseases, conditions and hospitalization. This information will also include specifics regarding methods of professional intervention and description of the process of social work intervention in a medical setting.
19. Represents patient/family by intervening, negotiating and promoting their concerns. Problems requiring advocacy may include individual and class inequities or inadequate and non-existent hospital and/or community resources, i.e., insurance benefits, housing, etc.

20. Functions as consultant/advisor to hospital administration, utilization review, public and private insurance programs when discharge planning or utilization "impasse" situations occur. Keeps administration informed of changes in community, state, and federal policies that impact on the length of stay.
21. Maintains pertinent and timely documentation in patient's medical charts and departmental records.
22. Accurately maintains required departmental statistical data.
23. Collects and maintains specific information required for performance improvement indicators and research projects. Utilizes the department Quality Service Plan to address service issues as needed.
24. Performs patient/family evaluations and histories. Provides psychosocial support through individual or family counseling, as needs dictate. Continuously reviews service area for needs and opportunities.
25. Represents Christiana Care, when requested, through participation on committees, court hearings, referrals to community agencies, etc.
26. Attends regularly scheduled staff meetings, i.e., team, divisional, or center-wide.
27. Participates in professional activities to support the Department of Social Work after having at least one year of service. May elect to participate in a departmental committee.
28. Supports the departmental educational and staff development initiatives. May elect to supervise undergraduate students enrolled in an accredited school of social work. As a field work supervisor, is responsible to Field Instructor/Liaison from the school of social work for evaluating student's performance and teaches the basics of medical social work and available community resources. Attends regularly scheduled departmental inservice presentations regarding new resources and clinical techniques.
29. Demonstrates skills and knowledge necessary to provide care appropriate to neonatal, pediatric, adolescent, adult, and geriatric patients, including knowledge of growth and development, the ability to obtain and interpret information to identify patient needs, and to provide the care needed.
30. Performs assigned work safely, adhering to established departmental safety rules and practices. Reports to supervisor, in a timely manner, any unsafe activities, conditions, hazards, or safety violations that may cause injury to oneself, other employees, patients and visitors.
31. Performs other related duties as required.



**SCOPE, PURPOSE, AND FREQUENCY OF CONTACTS:**

Consistent daily contact with patients, families, medical, and other professional staff from various hospital departments, community agency representatives, governmental officials, and politicians.

**DIRECTION/SUPERVISION OF OTHERS:**

Supervision of social workers, social worker assistant and financial assistant

**DIRECTION/SUPERVISION RECEIVED:**

Reports to director, cancer care management

**EDUCATION AND EXPERIENCE REQUIREMENTS:**

- Masters degree in Social Work from an accredited graduate school of Social Work.
- Clinical Social Work license is required. If not present at time of hire must be obtained within one year.
- Five years of social work experience in oncology.
- Seven years of experience in healthcare environment; at least 2 years in a supervisory capacity preferred.
- Training time on the job is three to six months.

**KNOWLEDGE, SKILL, AND ABILITY REQUIREMENTS:**

- Knowledge of oncology disease and treatment process and effect of illness on patient population.
- Knowledge of the insurance, state and federal regulations specific to oncology.
- Knowledge of resources specific to oncology.
- Knowledge of Social Work Theory and understanding and acceptance of Social Work Code of Ethics.
- Knowledge and use of Christiana Care core values; caring excellence, integrity, leadership, service, teamwork.
- Knowledge of Crises Intervention Theory.
- Knowledge of Human Behavior and Developmental/Life Cycle Theory.
- Knowledge of community resources, state and federal programs
- Knowledge of individual, group and family therapy.
- Highly skilled in written and verbal communications, interpersonal and public relations.
- Skilled in organizational effectiveness; critical and analytical problem solving.
- Ability to relate to people like and different from self.
- Ability to consistently present clear professional identity and purpose.
- Ability to work with minimal supervision if necessary.
- Ability to maintain flexibility and emotional stability while working under intense emotion, time and volume pressure.
- Ability to work independently within established guidelines; coordinate service delivery with other staff; maintain confidential information; perform multiple tasks simultaneously; coordinate work schedule to achieve maximum productivity/effectiveness; apply exceptional customer service skills at all times; exercise judgement, tact and diplomacy; demonstrates CCHS Core Values at all times.



**SPECIAL REQUIREMENTS:**

Licensed Clinical Social Worker credential is preferred at hiring. If LCSW is not in place, LCSW must be completed within one calendar year of hiring. Five years of direct social work practice in oncology.

**PHYSICAL DEMANDS:**

- Intermittent sitting, standing, bending, and lifting.
- Ability to physically follow patients throughout acute-care setting.

**WORKING CONDITIONS:**

- Occasional contacts with patients who have a communicable disease or who may behave violently.
- Limited and inconvenient office space.
- Frequent travel between Christiana Care campuses, offices, and as required to clinical conferences.
- Flexible day and evening hours, available for on-call.

E.E.O.C.: 2

**EXEMPT**

**APPROVALS:**

**DEPT. HEAD:** \_\_\_\_\_

**EFFECTIVE DATE:** \_\_\_\_\_

**HUMAN**

**RESOURCES:** \_\_\_\_\_

**REVISION DATE:** \_\_\_\_\_