

Title: Care Manager/Medical Social Worker

***ED Social Work Position, hours from 1800-0230, and a 0.7 FTE, Evening shift, every other weekend. This position consists of emergency psychiatric social work, and requires a MSW with a proficiency in the diagnosing, risk assessment, disposition planning, and hospitalization of the acute and chronically medically ill. Is also responsible for provision of medical social work and case management services in the ED. ***

JOB SUMMARY

The Care Manager is responsible for identifying medically and psychosocially complex patients and families who are likely to benefit from care management and meet high risk criteria and for the coordination of care for these patients. This includes: collaborating with individuals and their families using the care management process for assessing needs, developing plan of care, coordinating delivery of services, monitoring changes, and reassessing the person's needs on a regular bases; working collaboratively in a shared leadership model with the RN Care Coordinator; working collaboratively across departments within the acute care setting and with community agencies and providers across the continuum of care; facilitating the coordinated utilization of resources for maximization of health outcomes, patient/family satisfaction and financial outcomes.

ESSENTIAL FUNCTIONS

1. Screen and identify patients who need care management per high risk criteria.
2. Assess, develop, implement and monitor a comprehensive plan of care through an interdisciplinary team process in conjunction with the patient and family in internal and external settings. Collaborate with the multi-disciplinary team to identify problems or needs that require special planning, intervention, teaching or follow-up.
3. Identify key problems, strengths and resources to be addressed in the plan of care why may include: over or under utilization of services; premature discharge from an appropriate level of care; need for specific service to improve health status; caregiver fatigue and burden; knowledge deficits;; inability to comply with plan of treatment; counseling or support needed to cope with situation; and inability to access appropriate level of care due to lack of financial resources or lack of available service.
4. Actively support measures that promote effective use of resources.
5. Identify, plan and arrange for appropriate services applying a knowledge of services available in the community, state, and federal health regulations and admission, discharge and medical necessity criteria. Ensure effective planning and arranging for needed services upon discharge.
6. Intervene by arranging services, education and providing psychosocial support to prepare the patient and their family to manage their healthcare needs within the acute care setting and post discharge. Educate the patient and family about appropriate self-care and management of their health contribution.
7. Coordinate with the Interdisciplinary Team and community resources when appropriate, regarding the multiple details of transitional care management plan. Consult with physician and interpret access,

continuity, coordination and home care needs of patient.

8. Inform providers and payers of patient status and service needs; consult with them on modification of care plan and financial arrangements.

9. Monitor the individual's condition and responsiveness to their interventions.

10. Evaluation: this includes appropriate documentation; evaluating patient's response to plan of care and appropriateness of services; evaluating the effectiveness of the care management service and services provided; collaborating with team members to identify cause and adjust plan if patient's health status is not improving; perform Clinical Pathway variance identification, analysis and management of resolution; conducts post discharge follow-up calls .

QUALIFICATIONS

EDUCATION: Masters degree in social work (MSW) is required.

In lieu of an MSW, the following qualifications and experience may be accepted:

1) Masters degree in counseling or related field with a minimum of two years work experience in a medical or healthcare setting, social service agency, or community organization focusing on health and/or welfare issues.

2) BSW degree plus four years employment as a medical social worker in a hospital setting.

EXPERIENCE/TRAINING:

A minimum of two years employment in a healthcare setting or community agency dealing with health and/or welfare issues.

Demonstrated knowledge of community health, welfare and social agencies required.

Demonstrated knowledge of and ability to apply age specific principles of growth and development and life stages to meet each patient's needs.

Demonstrated proficiency in social work practice.

LICENSE/CERTIFICATION:

WA: Licensed Independent Clinical Social Worker or Washington State Agency Affiliated Counselor License is required.

Certification in Case Management highly desired.

OTHER SKILLS: Excellent verbal and written communication skills including sensitivity to other cultures and ethnicities.

Excellent skills in conceptual thinking, listening, problem resolution and planning.

Demonstrated leadership skills.

Excellent organizational skills.

Proficient computer skills including MS Office applications and electronic medical records.

Knowledgeable about issues related to chronic illness, developmental disabilities, special needs, mental illness, grief and transition, substance abuse, domestic violence, child abuse and senior abuse.

Good understanding and adherence to core social work values and ethics.

REGION/LOCATION SPECIFIC NOTES

Whatcom Region: Must have a Master of Social Work (MSW) from a program accredited by the Council of Social Work Education. LICSW preferred but can also be licensed as a social worker in WA State and working towards full licensure in or possess the WA State Agency Affiliated Counselor registration.

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DISCLAIMER:

The above information on this description has been designed to indicate the general nature and level of work performed within this job class. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.