

# Winslow Indian Health Care Center

## Job Vacancy Announcement #WDH-18-111



**POSITION TITLE: Medical Social Worker Director**

**CLOSING DATE: Open until filled**

### **Position Summary:**

Under the general supervision of Chief Nurse Executive the Medical Social Worker Director will provide both administrative and casework management while directing the scope of services within the department. This includes updating the social services guidelines of practice every 3 years with the authority to revise any sections necessary between dates of revision. The Director will also provide direct patient care to all age groups at Winslow Indian Health Care Center (WIHCC), which requires the knowledge and skills to care for the physical, emotional, and developmental needs of these populations. The Director will work in conjunction with multidisciplinary teams members involved in the care of patients at the WIHCC. Maintains confidentiality of all privileged information.

*This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.*

### **Essential Duties & Responsibilities:**

- Supervises and manages all social work services in assigned areas.
- Coordinates all support services necessary for the function of the department.
- Improves staff effectiveness by motivating, coaching, counseling, training and recommending disciplinary action for employees; planning, delegating, monitoring, appraising job tasks and results in a timely manner, and approving time sheets.
- Oversees the supervision of personnel, which includes work allocation, schedules, time approval, hiring, training, orientation, and problem resolution; evaluates performance and makes recommendations for personnel actions; motivates employees to achieve peak productivity and performance.
- Develops measurable performance expectations for assigned staff according to department goals and objectives.
- Develops, maintains, and interprets department policies and procedures.
- Collaborates with other departments to solve existing problems and assure the quality of service delivered.
- Represents department at all department manager meetings.
- Identifies appropriate internal controls for department; provide mechanisms to monitor and enforce compliance regarding confidentiality, quality assurance, and performance improvement.
- Have a thorough practical knowledge of CMS, HIPAA, EMTALA, AAAHC and WIHCC policies and procedures.
- Performs direct casework as a medical social worker.
- Assists in arranging for information exchange with facilities, including after-hours care.
- Collaborates proactively with all interdisciplinary team members and with a customer-focus to facilitate and maximize patient healthcare outcomes, such as PRC, Appointment Clerks, and HIM.
- Advocates for the customer/family at the service-delivery level and at the policy-making level fostering the patient/family decision-making, independence, and growth and development.
- Utilizes campus software packages and applications for ordering, scheduling, and tracking customer care.
- Promotes health care outcomes with currently accepted clinical practice guidelines.
- May be required to be on-call after hours as needed or assigned.
- Maintains regular attendance and punctuality.
- Dependable in attendance and job performance.
- Ability to meet attendance, overtime, and other reliability requirements of the job.
- Uphold all principles of confidentiality and patient care to the fullest extent.
- Adhere to all professional and ethical behavior standards of the healthcare industry.
- Interact in an honest, trustworthy and dependable manner with patients, employees and vendors.
- Possess cultural awareness and sensitivity.
- Performs other duties as assigned.

### **Minimum Qualifications:**

Master's in Social Work required, with at least five (5) years of experience in the medical field; Three (3) years supervisory experience. BLS is required for employment. Bilingual skills in English and Navajo language preferred. Must maintain a valid unrestricted and insurable driver's license. Must successfully pass a background investigation and maintain suitable requirements for a Child Care position. This position is considered as a Child Care position, which requires a satisfactory

background check investigation and is subject to the requirements of the Indian Child Protection and Family Violence Prevention Act, as amended (henceforth referred as the ICPFVP Act).

### **Knowledge, Skills, Ability**

- Knowledge of scope of patient care services provided by other clinical service lines and the referral process.
- Knowledge of quality management and improvement processes to comply with internal and external accreditation standards (AAAHC, CMS, etc).
- Knowledge of clinic practices and ability to act as a resource for clinic personnel.
- Ability to learn WIHCC systems such as EHR, RPMS, iCare, and other WIHCC software programs in the performance of patient care and coordination.
- Knowledge of strong work ethics in the workplace.
- Knowledge of basic application of confidentiality.
- Knowledge of duties and responsibilities of the position.
- Knowledge of basic computer skills, e.g. Outlook, Word, Excel, PowerPoint.
- Skill in examining and re-engineering operations and procedures, formulating policy, and developing and implementing new strategies and procedures.
- Skill in analyzing problems, projecting consequences, identifying solutions, and implementing recommendations.
- Leadership skills, mature and independent judgment in problem solving and decision-making; ability to delegate authority, evaluate and control program resources and to recognize and adapt to changing situations and priorities.
- Demonstrates competence in staff support and training.
- Demonstrates practical knowledge of home health/hospice referrals.
- Demonstrates practical knowledge of nursing home placements.
- Demonstrates practical knowledge in durable medical equipment arrangements, in collaboration with PRC.
- Demonstrates practical knowledge in long term care/community resource referrals.
- Demonstrates practical knowledge and competence in crisis intervention and grief counseling.
- Demonstrates practical knowledge in advanced directive education and adoption referrals.
- Demonstrates practical knowledge and competence in discharge planning/travel arrangements.
- Demonstrates competence in substance abuse evaluations and referrals, child and elder abuse evaluations.
- Demonstrates practical knowledge of hospital and VA transfers.
- Demonstrates competence in patient education, mental health education/consultation /evaluations.
- Demonstrates practical knowledge and competence with organ donor request.
- Seeks out additional learning opportunities to continue to develop the technical and professional skills needed now and in the future.
- Assesses patient needs using established clinical guidelines, protocols, and pathways.
- Ability to perform job using evidenced-based practices, and shared governance in a multidisciplinary team model.
- Ability to be dependable in attendance and job performance.
- Ability to accept and learn from feedback.
- Ability to effectively communicate both in written and verbal.
- Ability to provide exemplary customer service at all times.
- Ability to interact positively with others and possess great interpersonal skills.
- Ability to multitask and perform well under pressure.
- Ability to have self-confidence.
- Ability to be a great team player.
- Ability to accept and learn from supervisor/peer critique.
- Ability to be flexible and adaptable to the changing needs of the organization.

### **Physical Demands:**

While performing the duties of this job, the employee regularly is required to walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand; climb or balance; and stoop, kneel, crouch, or crawl. The employee frequently is required to taste or smell. The employee must occasionally lift and/or move up to 50 pounds.

### **Work Environment:**

Work is performed both in an office setting with a moderate noise level. Work environment may involve exposure to physical risks, such as blood borne pathogens and operating dangerous equipment or working with chemicals. Evening and/or weekend work may be required. Travel may be required. Extended hours and irregular shifts may be required.

**As required by P.L. 93-638, absolute preference will be given to qualified Navajo applicants. If there is no qualified Navajo applicant, preference will be given to qualified American Indian applicants.**