

UW HEALTH JOB DESCRIPTION

SOCIAL SERVICES COMPLEX CASE MANAGER

Job Code: 840021	FLSA Status: Non-Exempt	Mgt. Approval: A. Webb	Date: January 2024
Department: Behavioral Health		HR Approval: J. Olson	Date: January 2024

JOB SUMMARY

The Social Services Complex Case Manager is a consultant in various sensitive and complicated issues. This position assesses patient social service needs, including assessing for danger to self or others, in addition to mental health assessments. Extensive knowledge of and ability to help patients/families access government programs, community resources, and UW Health initiatives is required.

The case manager provides case management for patients with complex psychosocial needs and facilitates solutions to the resource needs, behavioral health needs, and psychosocial/environmental issues of patients and families. This position coordinates, negotiates, procures, and facilitates the utilization of resources for patients to achieve high-quality, cost-effective outcomes. The case manager works collaboratively with the multi-disciplinary teams internal and external to the organization. This position is responsible for developing and facilitating services and partnering with community resources to address the needs of an assigned population. The case manager is required to utilize techniques to engage patients with the health system and assist team members, patients, and families in overcoming barriers to do so.

MAJOR RESPONSIBILITIES

- Provide appropriate interventions which demonstrate knowledge of and sensitivity toward cultural diversity and religious, developmental, health literacy, and educational backgrounds of the population served. Utilize interpreter services per policy.
- Perform a psychological/social assessment including barriers to coping, mental health history, cognitive development, adverse developmental events, resistance to treatment, mental health symptoms, and learning, and /or mental health threat, residential stability, health system impediments, social support, and vulnerability.
- Assess eligibility of uninsured and underinsured patients for federal, state, and community programs to assist funding of medical care. Assist patients with processing paperwork and collaborate with ESS as needed.
- Assess for depression including PHQ2, PHQ9, and suicidal/homicidal patients and determine crisis response/action to take for resolution.
- Educate patients on advanced directives and Advanced Care Planning and assist with the completion of documents. Address end of life issues in collaboration with others.
- Centralize coordination and oversight of social service programs.
- Guide the patient in prioritizing concerns and formulating questions to prepare for interactions with providers. Attend appointments with patients as needed.
- Function as a liaison to community programs, participate in community groups, and maintain a network of appropriate contacts to identify potential resources for meeting patient needs.
- Demonstrate theoretical knowledge of family systems and clinical practice in negotiating with patients and families "in crisis" to gain conflict resolution.
- Guide employees regarding difficult patient situations. Help to defuse difficult/aggressive patients when possible, including making decisions for 911 interventions.
- Accurately identify and prioritize high needs/risk cases.
- Help obtain and/or provide health education.
- Promote empowerment of patient in self-management of disease.
- Establish collaborative relationships with clinic and site managers and other professionals within and outside of UW Health.
- Conduct visits to clinics to enhance awareness of Patient Resources' services. Provide internal training and community outreach as needed.
- Immediately advise managers, physicians, and/or staff in the event of a critical incident and contact patient as needed.
- Provide consultation to health care team on areas of expertise.
- Supervise Interns as requested.
- Create and distribute reports as requested (example: Social Service Clinic Reports, quarterly Urgent Care report).
- Identify, address, and report quality issues identified through work or data sources.
- Participate in meetings and organizational groups as requested (i.e., readmission workgroup, Advance Care Planning Steering Committee)

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- Accurately assess patient social service needs such as family functions and coping, financial barriers, legal issues, emotional, behavioral, and mental health needs, support systems, etc. and reflect multidisciplinary collaboration in assessment.
- Utilize expert knowledge of community or agency resources to assist the patient and family to achieve highest possible level of functioning. Make referrals to appropriate areas and assist with arranging services per the needs of the patient/family.
- Collaborate with clinical staff and patient/family to develop and execute patient/family centered care plans and goals, integrating referrals to appropriate community resources into care plan. Assist patient, family, social relationships, medical staff, and teammates with care coordination, problem solving, and goal setting.
- Reassess and modify care plans/goals with patient/family at agreed upon intervals to achieve desired outcomes in the desired timeframe.
- Assure implementation of care plans throughout the continuum of care to include a variety of settings (i.e., hospital, assisted living, etc).
- Utilize motivational interviewing techniques to support goals and reduce barriers to achieving them.
- Provide individual and family support and engage them in treatment plan and decision-making process with respect to patient rights, principles of confidentiality, respect for patient privacy, and right to self-determination.
- Participate in replication of program services to other populations as requested.
- Conduct in-home, in clinic, or inpatient hospital comprehensive assessment as needed.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	Master's degree in Psychology, Social Work, Counseling, or other Behavioral Science-related degree
	Preferred	
Work Experience	Minimum	Two (2) years of case management experience
	Preferred	Case management experience in a behavioral health setting
Licenses & Certifications	Minimum	
	Preferred	<ul style="list-style-type: none"> • Valid driver's license and transportation • Case Management Certification
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Training in organizational behavior, human relations, behavioral interviewing, conflict resolution, mental health issues, managing stress, and crisis situations • Knowledge of local, state, and federal community resources available to patients and ability to assist patients/families to access the resources • Familiarity with social/human service practices, confidentiality, and risk/malpractice issues within healthcare settings • Excellent organizational and problem-solving skills, ability to be flexible, and creative • Knowledge of and ability to work within a complex healthcare system including applied practice and aptitude in advocating for patient needs while balancing organization needs • Demonstrate ability to work collaboratively as a member of an interdisciplinary healthcare team • Superior verbal and written communications, behavioral interviewing skills, assessment skills including psychosocial assessment, and the ability to work with a diverse population • Proficient in Microsoft Office • Experience with electronic medical records preferred • Excellent customer service skills and patient/family centered care • Ability to work independently and to seek consultation as necessary • Ability to work in a high volume/fast paced/high stress environment

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AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

	Infants (Birth – 11 months)	X	Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)	X	Young Adult (20 – 40 years)
	Preschool (4 – 5 years)	X	Middle Adult (41 – 65 years)
	School Age (6 – 12 years)	X	Older Adult (Over 65 years)

JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
X Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
Medium: Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
Other - list any other physical requirements or bona fide occupational qualifications not indicated above:			

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.