

# UW HEALTH JOB DESCRIPTION

## Social Worker- Bilingual

Job Code: 540071	FLSA Status: Exempt	Mgt. Approval: J. Bellehumeur	Date: June 2022
Department: Across the System		HR Approval: J. Olson	Date: June 2022

### JOB SUMMARY

The UW Health Social Worker assesses psychosocial need and applies brief interventions in order to support the medical treatment plan. The Social Worker will utilize interventions to enhance patient and family functioning and emotional well-being and access appropriate and agreed upon services. The Social Worker is responsible for collaborating and coordinating care to enhance the patient experience and the achievement of collaborative goals. The incumbent will collaboratively develop patient goals, monitor progress, address barriers to goal achievement, and evaluate outcomes of individualized care plans. This role provides training and guidance and mentors staff and physicians on the management of complex psychosocial patient issues in line with the organizational academic mission.

### MAJOR RESPONSIBILITIES

#### 1. ASSESSMENT

- Evaluate complex patient and family situations which have legal, ethical, and psychosocial components.
- Collaboratively develop patient goals, monitor progress, address barriers to goal achievement, and evaluate outcomes of individualized care plans.
- Consider barriers including coping with chronic illness, mental health history/symptoms, cognitive development, adverse developmental events, resistance to treatment, health system impediments, lack of social support, and vulnerability.
- Assessment will reflect comprehensive interdisciplinary collaboration in relation to the patient's age, diagnosis, support systems, and extent of intervention anticipated.

#### 2. COORDINATION OF SERVICES

- Network proactively with and demonstrate a working knowledge of community resources.
- Demonstrate and apply knowledge of state rules and federal regulations that ensure safety, quality of life, and protection of patient rights.
- Participate in discharge planning for patients requiring post-discharge services such as transitions to skilled nursing facilities, assisted living facilities, outpatient dialysis, acute rehab, hospice, and transportation needs.
- Recommend consultation requests as appropriate.

#### 3. PROVIDE SUPPORT AND EDUCATION

- Engage patient/family in the treatment and decision-making process with respect to patient rights, principles of confidentiality, respect for patient privacy, and right to self-determination.
- Utilize crisis intervention, conflict resolution, and mediation to address patient/family concerns.
- Provide age-specific education and information to patient/family, particularly related to coping, community resources, and advocacy.
- Provide interventions which demonstrate knowledge of and sensitivity toward cultural diversity and the spiritual, developmental, and educational backgrounds of the population served.

#### 4. COMMUNICATION

- Document and verbally communicate all assessments, interventions, and clinical services provided to reflect case activity.
- Utilize negotiation skills to effectively promote constructive solutions.
- Utilizes appropriate communication style and techniques in regards to the age, developmental stage, and educational needs of the patient and family or audience.

#### 5. PROFESSIONALISM

- Enhances professional and departmental growth through active participation in professional organizations, department activities, and community groups.
- Monitor and improve quality of services provided to patients/families through participation in quality improvement activities.
- Apply principles of interdisciplinary teamwork and maintain a working knowledge of the roles of other healthcare professionals.

**All duties and requirements must be performed consistent with the UW Health Organizational Performance Standards.**

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### JOB REQUIREMENTS

Education	Minimum	Master's Degree in Social Work
	Preferred	
Work Experience	Minimum	
	Preferred	Two (2) years of prior hospital based social work experience Two (2) years of prior hospital or community-based social work experience if supporting the HIV Clinic
Licenses & Certifications	Minimum	Licensed in the state of Wisconsin with one of the following within 90 days of hire: <ul style="list-style-type: none"> <li>• Certified Advanced Practice Social Worker (CAPSW)</li> <li>• Certified Independent Social Worker (CISW)</li> <li>• Licensed Clinical Social Worker (LCSW)</li> </ul>
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>• Assessment and evaluation skills</li> <li>• Ability to work independently while collaborating effectively as a team member with other health professionals</li> <li>• Proven skills in identification of stressors affecting patients and their families</li> <li>• Knowledge of and ability to work within a complex health care system</li> <li>• Skill in verbal and written communication</li> <li>• Expertise in conflict mediation, abuse and neglect, advance directives, crisis intervention, government programs</li> <li>• Required to be bilingual in Spanish</li> </ul>

### 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,

<input checked="" type="checkbox"/>	Infants (Birth – 11 months)	<input checked="" type="checkbox"/>	Adolescent (13 – 19 years)
<input checked="" type="checkbox"/>	Toddlers (1 – 3 years)	<input checked="" type="checkbox"/>	Young Adult (20 – 40 years)
<input checked="" type="checkbox"/>	Preschool (4 – 5 years)	<input checked="" type="checkbox"/>	Middle Adult (41 – 65 years)
<input checked="" type="checkbox"/>	School Age (6 – 12 years)	<input checked="" type="checkbox"/>	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
<input checked="" type="checkbox"/>	<b>Sedentary:</b> 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.	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>
<input type="checkbox"/>	<b>Light:</b> 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.	<b>Up to 20#</b>	<b>Up to 10#</b> or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	<b>Negligible</b> or constant push/pull of items of negligible weight
<input type="checkbox"/>	<b>Medium:</b> Ability to lift up to 50 pounds maximum	<b>20-50#</b>	<b>10-25#</b>	<b>Negligible-10#</b>

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	with frequent lifting/and or carrying objects weighing up to 25 pounds.			
	<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<b>50-100#</b>	<b>25-50#</b>	<b>10-20#</b>
	<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<b>Over 100#</b>	<b>Over 50#</b>	<b>Over 20#</b>
List any other physical requirements or bona fide occupational qualifications:				

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.