

UW HEALTH JOB DESCRIPTION

Ambulatory Social Work Representative

Job Code: 300127	FLSA Status: Exempt	Mgt. Approval: K. McGlynn	Date: February 2024
Department: Clinics – Ambulatory Social Work		HR Approval: K. Fleming	Date: February 2024

JOB SUMMARY

The Ambulatory Social Work Representative provides social service support to Ambulatory patients. The Representative partners with patients and clinic staff to assess and address Social Determinants of Health and barriers to healthcare that impact a patient's wellbeing with the goal of improving patient health outcomes. The Representative applies Trauma Informed principles with all interactions. This position performs complex assessment of patient needs, including suicidal and homicidal assessments, when needed. The Representative is a trained Advance Care Planning Facilitator. Extensive knowledge in and ability to help patients/families access government programs, community resources, UW Health initiatives, policies, procedures is required. The Representative provides coordination of care and some case management services for patients with complex psychosocial needs and facilitates solutions to the resource needs and psychosocial/environmental issues of patients and families utilizing critical thinking skills. This position coordinates, negotiates, procures, and facilitates the utilization of resources for patients to achieve high-quality, cost-effective outcomes. The Representative works collaboratively with multi-disciplinary teams, internal and external to the organization.

MAJOR RESPONSIBILITIES

1. Perform complex psychological/social assessments, which include 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.
2. 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.
3. Coordination of Care: needs assessment, system navigation and networking patients and their family members to internal and external resources and services; as needed.
4. Assess for suicidal/homicidal ideation and determine crisis response; as necessary.
5. Assist and participate in multiple facets of meeting patient needs, including eligibility screening for various community, federal, state programs and resources available to patients. Assist patients with processing paperwork and collaborate with Economic Support Services as needed.
6. 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 with care coordination, problem solving with goal to improve the patient's utilization of healthcare. Attend patient appointments as needed.
7. Collaborate with RN Care Coordinators to address Social Determinants of Health needs.
8. Honoring Choices Advance Care Planning Facilitator: educate and assist patients/families with the completion of the documents in both individual and group classes.
9. Adhere to work standards and protocols for documenting case information into Healthlink and the CRM database.
10. Apply licensure and prior work experience to weekly case consultations, including sharing knowledge leading to case resolution.
11. Serve as central contact for Primary Care Clinic Coordinators – RN and Behavioral Health to facilitate behavioral health services
12. Assist with coordinating transitions between primary care and behavioral health.
13. Establish strong relationships with community behavioral health providers to facilitate referrals and continuity of care.
14. Establish collaborative relationships with clinic and site managers, and other professionals within and outside of UW Health.
15. Participate in community outreach, providing educational opportunities to the public and propose community outreach contacts that can enhance patient care.
16. Short term Case management of patients with complex psychosocial needs.
17. Conduct visits to clinics to enhance awareness of Patient Resources' services. Develop and provide training on pertinent topics (ie. Advanced Directives, Domestic Violence, SDoH, Family Stress, etc) via site visits or other training curriculum.
18. Participate in appropriate ongoing education and professional development.
19. Provide training and orientation to new employees and physicians.

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20. Participate in organizational groups as requested (i.e. ED Multidisciplinary, Readmission Review).
21. Participate in community groups as requested (example: Healthwatch) and function as liaison to county and state programs as needed.
22. Use independent, professional judgment and systems thinking concepts. Use critical thinking skills and creative/proactive approaches to problems.
23. Use motivational interviewing techniques to support goals and reduce barriers to achieving them.
24. Track progress using approved data points in order to achieve desired outcomes within the desired timeframe.
25. Other Patient Resources duties and projects, as assigned
26. Provide excellent customer service and patient/family centered care.

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, human services, or other behavioral science-related degree
	Preferred	
Work Experience	Minimum	2 years' experience in any of the following settings: health care, social service facility in patient/client contact, teaching or public relations role
	Preferred	4 years related experience highly desired Experience in a medical setting
Licenses & Certifications	Minimum	Certified Social Worker (CSW) or 4 units of Clinical Pastoral Education
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Experience in working with a diverse population base, with complex/challenging situations required. Ability to appropriately handle confrontation and conflict. • Training in organizational behavior, human relations, conflict resolution, and mental health issues • Understanding of Trauma Informed Care and working knowledge of the impact of ACE's and Trauma across the lifespan. • Knowledge of local, state, and federal community resources available to patients • Administrative experience and organizational skills • Ability to maintain clear professional boundaries • Ability to both accept and receive honest feedback • Superior verbal and written communications, interviewing skills/Assessment skills including psychosocial assessment, and the ability to work with a diverse population • Experience with quantitative research, microcomputers and databases • Excellent customer service skills • Ability to work independently and to seek consultation as necessary • Ability to follow organization and departmental processes and procedures • Ability to work in a high stress/fast paced/high work volume environment

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 type="checkbox"/>	Infants (Birth – 11 months)	<input type="checkbox"/>	Adolescent (13 – 19 years)
<input type="checkbox"/>	Toddlers (1 – 3 years)	<input type="checkbox"/>	Young Adult (20 – 40 years)
<input type="checkbox"/>	Preschool (4 – 5 years)	<input type="checkbox"/>	Middle Adult (41 – 65 years)
<input type="checkbox"/>	School Age (6 – 12 years)	<input 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
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				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.