

UW HEALTH JOB DESCRIPTION

AMBULATORY SOCIAL WORK SPECIALIST - BILINGUAL

Job Code: 840028	FLSA Status: Non 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 Specialist - Bilingual serves as centralized triage for Ambulatory clinic social service case and medical appointment transportation needs. The Specialist delegates and distributes cases to the appropriate UW Health staff personnel, completes documentation and reports, and managing less complex cases including: coordination of care and facilitation community-based referrals. The Specialist applies Trauma Informed principles with all interactions. The Specialist is responsible for completing patient needs assessments and analyzes chart documentation in order to optimize interventions that address social determinants of health barriers that impact adherence to care and the patient's wellbeing. The Specialist is a trained Advance Care Planning Facilitator. Extensive knowledge in government programs, community resources, UW Health initiatives, policies, procedures is required.

MAJOR RESPONSIBILITIES

1. Manage the full breadth of completing needs assessments and conducting concurrent medical record review using specific indicators and approved criteria.
2. Provide resource information, consultation, and direction on available social service resources to patients, staff, managers and physicians.
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. Assist patients with processing paperwork required for governmental/community programs and support with appeals process as needed.
5. Complete the Advance Care Planning Facilitator training and assist patients/families with the completion of the documents in group classes and individual sessions.
6. Follow work standards and protocols for documenting case information into Healthlink and the CRM database.
7. Actively participate in weekly case consultations, including sharing knowledge leading to case resolution.
8. Cab program oversight including approving and arranging cabs, monitoring appropriate use, and processing the monthly bill based on contract with Union Cab.
9. As needed, advocate for patients with the state's vendor for non-emergency Medicaid transportation.
10. Monitor and delegate incoming cases to the appropriate Representative/Specialist or UW Health staff member.
11. Run reports multiple times per day, weekly and monthly to determine equitable case distribution for Representatives and Specialist team.
12. Maintain the internal case communication tool, work standards, and workspace reference materials.
13. Communicate with LEP (limited English proficient) patients via Language Line or TDD machine as needed.
14. Educate customers when appropriate regarding UW Health policies and procedures.
15. Participate in appropriate ongoing education.
16. Provide excellent customer service and patient/family centered care.
17. Adhere and uphold the UWMF Mission, Vision, and Values, and UW Health Service and Performance Standards.

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

JOB REQUIREMENTS

Education	Minimum	Bachelor's degree in psychology, social work, counseling, or other behavioral science related degree.
	Preferred	
Work Experience	Minimum	<ul style="list-style-type: none"> 1 years related experience required Experience working with a diverse population base, with complex social/emotional needs
	Preferred	<ul style="list-style-type: none"> Previous medical setting experience preferred
Licenses & Certifications	Minimum	
	Preferred	

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Required Skills, Knowledge, and Abilities	<ul style="list-style-type: none"> • Required to be bilingual in Spanish • Ability to problem solve and use critical judgment to enhance decision making • Understanding of trauma informed care and the impact of ACE's and trauma across the lifespan. • Knowledge of local, state, and federal resources available to patients • Excellent oral and written communication skills • Ability to work with confidential information • Ability to work in a fast-paced environment and handle stressful situations • Excellent organizational skills • Excellent customer service skills and Patient/Family Centered approach to service delivery • Ability to maintain clear professional boundaries • Ability to both accept and receive honest feedback • Computer knowledge: Access, Excel, Word, Navigating websites • Knowledge of medical terminology and familiarity with medication names a plus • Ability to do intake and distribute cases • Ability to navigate systems and coordinate patient care
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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)		Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)		Young Adult (20 – 40 years)
	Preschool (4 – 5 years)		Middle Adult (41 – 65 years)
	School Age (6 – 12 years)		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.

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