

Employee Name & ID #: \_\_\_\_\_

Employee Signature & Date: \_\_\_\_\_

## HOUSTON METHODIST JOB DESCRIPTION

**Job Code:** P035 (NTW)

**Date Initiated:** May 10, 2013

**Job Title:** Social Worker PRN

**Date Revised:** June 15, 2018

**FLSA Status:** Non Exempt

**Comp. Review:** October 2, 2018

**Exemption Test:** N/A

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### **JOB SUMMARY**

At Houston Methodist, as a Social Worker PRN, this position comprehensively provides compassionate, clinical social work, psychosocial assessments, diagnosis and treatments, and complex discharge planning to patients and their families of a targeted patient population on a designated unit(s). In collaboration with physicians and the interprofessional health care team, this position sensitizes other health care providers to the social and emotional aspects of a patient's illness to collaboratively facilitate efficient quality care and achievement of desired treatment outcomes and affect positive patient and family outcomes. The Social Worker PRN position uses case management skills to help patients and their families address and resolve the social, financial and psychological problems related to their health condition and holds joint accountability with case manager, assuring that psychosocial and continuing care issues are addressed and treated as needed across the continuum of care.

### **PATIENT AGE GROUP(S) AND POPULATION(S) SERVED**

Refer to departmental "Scope of Service" and "Provision of Care" plans, as applicable, for description of primary age groups and populations served by this job for the respective HM entity.

### **HOUSTON METHODIST EXPERIENCE EXPECTATIONS**

- Provide personalized care and service by consistently demonstrating our I CARE values:
  - **INTEGRITY:** We are honest and ethical in all we say and do.
  - **COMPASSION:** We embrace the whole person including emotional, ethical, physical, and spiritual needs.
  - **ACCOUNTABILITY:** We hold ourselves accountable for all our actions.
  - **RESPECT:** We treat every individual as a person of worth, dignity, and value.
  - **EXCELLENCE:** We strive to be the best at what we do and a model for others to emulate.
- Focuses on patient/customer safety
- Delivers personalized service using HM Service Standards
- Provides for exceptional patient/customer experiences by following our Standards of Practice of always using Positive Language (AIDET, Managing Up, Key Words)
- Intentionally rounds with patients/customers to ensure their needs are being met
- Involves patients (customers) in shift/handoff reports by enabling their participation in their plan of care as applicable to the given job

### **PRIMARY JOB RESPONSIBILITIES**

*Job responsibilities labeled EF capture those duties that are essential functions of the job.*

**PEOPLE - 15%**

1. Communicates in an active, positive and effective manner to all health care team members and reports pertinent patient care and family data in a comprehensive and unbiased manner, listens and responds to the ideas of others. Uses therapeutic communication to establish a relationship with patients and families and communicates the discharge plan, facilitating transitions and hand-offs. Supports patients and families in clinical or ethical issues. (EF)
2. Provides staff education specific to patient populations and department processes. May serve as a preceptor and mentor to new employees. Identifies, leadership opportunities for professional growth of self and peers. (EF)

**SERVICE - 30%**

1. Serves as a hospital/post acute-based leader for comprehensive case management activities including assessing high-risk patients and leading team to identify at-risk patients, participating in daily Care Coordination rounds, and identifying and leading resolution to barriers of efficient patient throughput. Completes full assessment based on the social work assessment, addressing solutions of social determinants which is accomplished by patient/family interview, review of the medical record including previous episodes of care, H&P, lab and other test results/findings, plan of care, physician orders, nursing and progress notes. Uses advanced knowledge and clinical expertise and screening tools to identify need for case management and/or social work intervention. (EF)
2. Addresses and manages conflict associated with a comprehensive psychosocial treatment plan utilizing appropriate clinical social work diagnoses, treatments and interventions, including crisis intervention, brief individual, marital and family therapies, and patient, family and caregiver groups. Maintains ownership of the psychosocial component, assessments, diagnosis and treatment, of the discharge planning process on assigned units. Assists with screening, identification, diagnosis, management and treatment of victims of abuse, neglect, and domestic violence and of mental health and/or substance abuse problems in patients and family members. (EF)
3. Establishes mutual educational goals with patient and family, providing appropriate resources, incorporating planning for care after discharge. Provides education to physicians and other interdisciplinary team members on mutually identified goals of care and uses knowledge of levels of care, working with patient and family, to ensure discharge disposition is the appropriate level and facilitates transfers. (EF)
4. Uses knowledge for different levels of care, working with patient and family, to ensure discharge disposition is to the appropriate level and facilitates transfers, Provides brief, goal-directed counseling services to assist patients/families to cope more effectively with the transition. (EF)

**QUALITY/SAFETY - 25%**

1. Consistently documents to reflect completed patient screening/assessment and reassessment upon admission and concurrently as needed. Modifies care based on continuous evaluation of the patient's condition, demonstrates problem-solving and critical thinking, and makes decisions using evidence-based analytical approach. Considers variables that impact treatment plans including diagnosis of emotional, social, and environmental strengths and problems related to their illness, treatment and/or life situation. (EF)
2. Consistently reviews the patient for opportunities for care facilitation and needs for discharge planning. Works with case manager for routine discharge and anticipates/prevents and manages/elevates emergent situations. Specific focus given to discharge plan and elimination of psychosocial barriers. (EF)

3. Collaborates with staff from the interprofessional health care team concerning safety data to improve outcomes and the safe transition of care through effective patient handoffs. (EF)

#### **FINANCE - 25%**

1. Completes timely and thorough assessment on all unfunded patients to identify community resources required for effective transition by demonstrating an effective community resource knowledge base and the judgment/ability to effectively select and coordinate available resources, including referrals to regulatory agencies, i.e. CPS/APS. (EF)
2. Identifies, obtains and utilizes alternative resources to fill gaps in established community resources. (EF)
3. Guides discharge planning activities for assigned patients and collaborates with the case manager and other members of the interprofessional health care team, as well as patient and family by intervening and coordinating cost effective complex discharge planning outcomes and decreased length of stay. (EF)

#### **GROWTH/INNOVATION - 5%**

1. Provides education to hospital physicians, nurses, and other healthcare providers on community resources and psychosocial impact on care needs. (EF)
2. Identifies areas for improvement based on understanding of evidence-based practice literature. (EF)
3. Identifies, initiates and leads evidence-based practice/performance improvement projects based on observations by offering solutions and participating in unit projects and activities. (EF)

This job description is not intended to be all inclusive; the employee will also perform other reasonably related business/job duties as assigned. Houston Methodist reserves the right to revise job duties and responsibilities as the need arises.

#### **EDUCATION REQUIREMENT**

- Master's degree in social work from accredited university

#### **EXPERIENCE REQUIREMENTS**

- Two (2) years of social services experience in a hospital system setting
- Healthcare experience

#### **CERTIFICATES, LICENSES AND REGISTRATIONS REQUIRED**

- Licensed Master Social Worker (LMSW) license in the State of Texas
- Case Management-related Certification, i.e. Certified Case Manager (CCM), American Case Management Association - Accredited Case Manager (ACMA-ACM), National Board for Case Management - Accredited Case Manager (NBCM-ACM) or Licensed Clinical Social Worker (LCSW) preferred

#### **KNOWLEDGE, SKILLS AND ABILITIES REQUIRED**

- Demonstrates the skills and competencies necessary to safely perform the assigned job, determined through on-going skills, competency assessments, and performance evaluations
- Sufficient proficiency in speaking, reading, and writing the English language necessary to perform the essential functions of this job, especially with regard to activities impacting patient or employee safety or security
- Ability to effectively communicate with patients, physicians, family members and co-workers in a manner consistent with a customer service focus and application of positive language principles



**PHYSICAL REQUIREMENTS AND JOB CONDITIONS**

Work Environment

Time Spent Inside: 100%

Time Spent Outside: 0%

General

Yes/No

Vision

- General Yes

- Depth Perception Yes

- Color Perception Yes

Smelling Yes

Hearing/Listening Yes

Speaking Clearly

- Simple Yes

- Complex Yes

- English Yes

- Foreign Language No

Touching

- Hand Yes

- Finger Yes

- Dexterity Yes

- Sensitivity (Heat, texture, etc.) Yes

Environmental Conditions

Extreme Cold No

Extreme Heat No

Noise Yes

Dust Yes

Fumes/Odors Yes

Confined Spaces Yes

High Places No

Remote or Isolated Areas No

Physical Hazards including

Magnetic and Radiation Yes

Hazardous Chemicals Yes

Infectious Diseases/

Bloodborne Pathogens Yes

Mechanical Equipment Yes

Electronic Equipment Yes

Pressurized Equipment Yes

Note any special equipment used in this job requiring physical demand or special skill: \_\_\_\_\_

Equipment Used

Yes/No

Keyboard Yes

Computer Yes

Telephone Yes

TV Monitor Yes

Mechanical Equip. Yes

Mobile Equip.

- Non Motorized Yes

- Motorized No

Physical Activities

Yes/No

Sitting Yes

Standing Yes

Twisting Yes

Bending Yes

Stooping Yes

Squatting Yes

Kneeling No

Pushing/Pulling Yes

Frequency

Frequently 33% - 66%

Frequently 33% - 66%

Occasionally < 33%

Occasionally < 33%

Occasionally < 33%

Occasionally < 33%

N/A

Occasionally < 33%

Strength

Heaviest weight lifted 50lbs.

Heaviest weight push/pulled 50lbs.

Distance pushed/pulled 1ft.

Lifting

Does the job require lifting weight? Yes

Weight

Distance

Frequency

01 - 10 lbs.

Floor to Waist

Frequently 33% - 66%

10 - 25 lbs.

Above Shoulder

Occasionally < 33%

25 - 50 lbs.

Floor to Waist

Occasionally < 33%

over 50 lbs.

Floor to Waist

Occasionally < 33%

Mobility

Yes/No

Frequency

Walk Yes

Yes

Constantly > 66%

Run Yes

Yes

Occasionally < 33%

Climb

- Stairs Yes

Yes

Occasionally < 33%

- Ladders No

No

N/A

- Inclines Yes

Yes

Occasionally < 33%

- Objects/Equip. Yes

Yes

Occasionally < 33%

Crawl No

No

N/A