

# **MACIPA**

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**POSITION:** **Social Work Care Manager**

**REPORTS TO:** **Director, Social Work**

**EXEMPT POSITION / FULL TIME 40 HOURS A WEEK**

## **POSITION SUMMARY:**

The Social Work Care Manager will be part of a team working in an innovative program providing outpatient care to at-risk senior and resource support for commercially insured populations. This individual will work as a vital member of the interdisciplinary team, including primary care physicians and nurse case managers. This is mainly a remote position with some opportunities to work from various primary care practices.

The Social Work Care Manager will conduct psychosocial assessments, create and maintain links with community resources and consult with care managers and primary care physicians to provide comprehensive case management services to medically complex and/or at-risk patients and their families. SWCM services are provided via telephone, occasionally in-person at patient's homes or during office visits at the primary care practices.

## **PRIMARY RESPONSIBILITIES:**

1. Conduct psychosocial assessments for identified patients.
2. Determine appropriate goals and interventions.
3. Ensure that patients and families receive assessment, intervention and services in a timely manner.
4. Educate patients and families about community resources.
5. Utilize consultation data and social work knowledge and experience to plan and coordinate patient care and follow through to ensure service delivery.
6. Monitor, evaluate, and record patient progress according to measurable goals described in treatment and care plan.
7. Maintain clinical case notes within the case management system that demonstrate the ongoing interventions that occur.
8. Develop, coordinate, and ensure linkages with community, social service, medical or behavioral health resources.
9. Maintain contact in person and by phone with patient and/or family and caregivers on a regular basis.
10. Work collaboratively with primary care physicians and clinical staff.
11. Work closely with case management and participate in clinical meetings as required.
12. Work as a team with other staff providing services to patients.
13. Work with all staff members and collaborate to improve coordination of patient care.
14. Other duties as assigned.

## **PRIVACY & SECURITY RESPONSIBILITIES:**

- Workforce Vigilance: Each MACIPA employee has a responsibility to watch for unauthorized use or disclosure of Protected Health Information (PHI) or Personal Information (PI), to act and prevent the action and to report suspected breaches of privacy and security policies to their supervisor and MACIPA's designated Privacy and Security Officers. MACIPA Workforce are required to attend MACIPA's Privacy and Security Training, sign a Confidentiality and Non-Disclosure Agreement and complete HIPAA webinar training on an annual basis.
- System Access Profiles & Controls: MACIPA assigns system access profiles to job titles based on how much information is needed to accomplish work responsibilities in accordance with our Privacy and Security Policies and Procedures.

*The above statements describe the general nature and level of works being performed by individuals assigned to this classification. This is not intended to be an exhaustive list of all responsibilities and duties required of personnel so classified.*

## **SKILLS/KNOWLEDGE AND ABILITIES:**

1. Master's degree in Social Work. Licensure at the LCSW or LICSW level preferred.
2. At least 2 years' experience working in a social service or health care setting and a demonstrated ability to work with individuals and families who may have complex social and clinical needs.
3. Sensitivity to cultural and ethnic diversity required.
4. Proficiency in computer use, internet, and health information technology.
5. Ability to occasionally travel to patients' homes, PCP office practices and other sites where patients receive care (as indicated by patients' needs).
6. Ability to develop positive working relationships to work collaboratively on plan of care.
7. Participate in meetings.
8. Effective communication, problem solving skills.
9. Excellent oral and written communication abilities and possess strong relationship building skills.
10. Self-motivated and able to organize and work independently.
11. Current Massachusetts driver's license and own vehicle.

## **ESSENTIAL ABILITIES:**

1. Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to communicate well with the supervisor, community, employees and general public.
2. Sufficient vision, with or without reasonable accommodation, which permits the employee to produce and review a wide variety of materials, written correspondence, reports and related materials in electronic and hard copy form.
3. Ability to lift, move or carry objects up to 10 pounds regularly.

4. Ability to ascend or descend stairs or ramps using feet and legs, hands and arms.
5. Ability to maintain body equilibrium to prevent falling when walking, standing or crouching.
6. Ability to travel to and from various locations.
7. Ability to learn and carry out the primary responsibilities of the assigned position.
8. Ability to effectively communicate in writing and orally on job progress and other assignments and responsibilities.
9. Ability to conceive and articulate plans, creates and manages detailed projects, organize and prioritize work.
10. Ability to analyze data and exercise sound judgment in making decisions and managing confidential or sensitive information.

*MACIPA is an Equal Opportunity Employer (EOE) and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, gender identity, sexual orientation or any other characteristic protected by law.*

*Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential functions (primary responsibilities) of this job. This job description is not intended as, nor should be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.*

*This job description is not intended to limit or in any way modify the right of management to assign, direct, and control the work of employees. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of a similar kind or level of authority.*

*MACIPA reserves the right to revise this job description at any time.*