



Eastern Band of Cherokee Indians Job Description

Position ID Number:	925638001	Last Revised:	02/26/2018
Position Title:	Medical Social Worker , In-Home Care Services	Department:	Tribal In-Home Care Services
Reports to:	Administrator, TIHCS	Division:	PHHS

Primary Function: This position is advanced level social work involving the provision of direct and indirect social casework for all in-home care patients and caregivers focusing on social components, economic components, mental health components and physical health components. The medical social worker is responsible for completing the comprehensive in-home assessment in accordance with all federal, state and tribal standards.

Job Duties and Responsibilities:

- Interact with internal and external customers / clients in a polite and professional manner.
- Responsible for making prompt and thorough in-home assessments and interventions, coordinating care with the multi-disciplinary team.
- Intervenes when actual or potential problems are identified within the service area. Informs multi-disciplinary team of potential issues and concerns to seek advice/consultation when necessary. Attends all case conferences.
- Evaluates and assists caregivers and patient with Medical Plan of Treatment compliance within the scope of practice. Evaluates the suitability for a patient to remain in the home when potential safety issues arise and can prevent the in-home care agency from continuing care. Is a point of contact with the Adult Vulnerability Program.
- Required to communicate with all key team member such as other PHHS programs and outside services to maximize patient advocacy and coordination.
- Prepares and maintains case records and reports in addition to answering correspondence, promoting mental and social integrated care across the healthcare continuum.
- Participates in PI committee and QI activities as designated by the Administrator.
- Performs in-home care visits to gain full knowledge of the patients home condition working in tandem with other disciplines such as the Staff RN, RN Case Manager and Contract Rehab Services.

- Interprets agency policies and procedures, CMS regulations and accreditation standards as it relates to all of aspects of in-home care programs. This includes OASIS assessment for HH staff.
- Ensures compliance with P&P, standards and best practice are followed on a daily basis.
- Completes all patient documentation and follow-up both electronically and in the paper chart per CMS and ACHC standards.
- Clinical in-home treatment may include providing ongoing care to individuals who have been abused, neglected and/or exploited. All in-home treatment is performed within the social worker scope of practice and best practice standards. Patients and caregivers are treated based on need, not third party reimbursement.
- Promotes and maintains the highest standard of health care. Promotes a calm, positive atmosphere in the clinical field and office setting. Maintains a positive morale and healthy work environment.
- Coordinates care with CIHA and Family Safety to prevent duplication of services or overwhelming the patient or caregiver.
- Represents in-home care services at family/patient meetings scheduled by CIHA and other tribal programs.
- Maintains healthcare provider CPR certification, and professional licensure without lapse. Maintain proof of automobile liability insurance, providing a copy to supervisor/QI coordinator.
- Requires the ability to organize work, deal effectively with the public and fellow staff members, communicate effectively both verbally and in writing, follow instructions, and work as a member of a team as well as independently.
- Attends continuing education sessions to enhance professional growth with a minimum of 16 hours per calendar year. Expected to obtain continuing education both through in-service training and self-propelled training modules both in-house and on location.
- Perform job duties according to established safety guideline and tribal policies.
- Perform other duties as assigned.
- In the event of a public health emergency, employee may be reassigned to a duty station to ensure safety and treatment are delivered to the public as quickly as possible.
- Comes to work as scheduled and consistently demonstrates dependability and punctuality.

**Education
/Experience:**

- Master's Degree in Social Work (MSW) required from an accredited school of social work with two years of directly related experience required. Must not have any substantiated history of abuse, neglect, misappropriation or violation of patient's rights.
- Minimum of 1 year Home Health experience required.
- Valid NC Driver's License, required.

Three to six months would be necessary to become proficient in most phases of this position. Basic computer skills required. Basic knowledge of the use of the electronic medical record – point of care, required.

Job Knowledge:

Considerable knowledge of social work principles, techniques and practices. Must have a thorough knowledge of the policies, procedures, and guidelines of EBCI PHHS Division and Tribal In-home care Systems, applicable OSHA mandates, and related regulatory controls such as ACHC, CMS, DMA, and DHHS. Knowledge regarding home health care with expertise in medical social work issues required. Must have an understanding of the EBCI culture, life styles, and risk factors. Requires knowledge of the geography of the assigned area. Knowledge regarding in-home care industry standards and expertise in clinical social issues required.

**Complexity of
Duties:**

Ingenuity and judgment are required to review facts, plan work, deal with facts that are not easily evaluated, interpret results, draw conclusions and take or recommend action. Must consider patients' needs within compliance with government regulations. Requires a high degree of accuracy in reporting health abnormalities to the patients' providers, and in the documentation of services provided. Undetected errors could have potentially life threatening results. Government regulations, accreditation standards, and third party payers require the submitting of accurate patient information to allow for appropriate reimbursement for patient visits. The submission of false or inaccurate information would place the agency at risk for fraudulent claims, resulting in loss of agency certification/accreditation and the clinician's license would be in jeopardy. Extensive Travel Required, locally and nationally.

Contact with Others:

Has frequent contact with patients, families, coworkers, and other health professionals wherein tact, courtesy and diplomacy are required to maintain positive relationships. Requires good communication skills, both written and oral. Requires sensitivity to others while dealing with patients and their families who may be under stress while dealing with issues of disease and poor health. Purpose of contact is to exchange information, offer instruction and work together to meet the patient's goals and maintain the integrity of EBCI at all times.

Confidential Data:

Must adhere to all tribal guidelines, EBCI policies and procedures for working with confidential data. The above average degree of discretion is required while handling patient and related medical information. Must comply with federal, state and tribal HIPAA guidelines, reporting infractions of potential misconduct to the appropriate

authorities immediately. Ensure that PHI is maintained at all times across the health care continuum, including those patients who may not receive direct care from TIHCS.

**Mental /Visual
/Physical Effort:**

Job duties can be mentally/emotionally stressful at times. Requires the ability to deal effectively with stress. Close mental concentration and attention to detail are required for most activities. Physical activities require the ability to walk, sit, reach, extensive bending and heavy lifting while assisting patients to walk or turn and when transferring patients. Must have visual acuity, manual dexterity, and the ability to speak and hear. Must have a completed fit for duty form noting ability to perform job functions.

- Must be able to lift 25 pounds and carry 5 pounds on a repetitive basis.

Environment:

Works in both office and clinical environments, including patient homes, hospital and outpatient clinics. Potential exposure to contagious disease and infection. Must adhere to OSHA standard precautions to maintain a safe work environment. May be required to work holidays, weekends, or other times when administrative leave is granted in order to ensure optimal patient care.