

POSITION DESCRIPTION

Social Work Manager

Reports to: Chief Administrative Officer

Position Status: Exempt

Supervises: Social Workers,

Social Work Supervisor, Clinicals Supervisor

Effective Date: 6/1/22

GENERAL SUMMARY

The Social Work Manager is responsible to Chief Administrative Officer for the operation of the Social Work Department which includes provision of social work services to NKC patients and their families, coordination of social work services with NKC staff and physicians as well as healthcare organizations.

The Social Work Manager ensures that Medicare Conditions of Coverage standards for social work services (ex. Comprehensive assessments, plans of care, KDQOLs, annual presentation of Patient Rights and Responsibilities and grievance procedures, QA/PI participation) are maintained. The Manager ensures there is social work coverage at the locations for which they are responsible. Manages patient concerns/complaints/input and behavioral and mental health programs including staff education and patient consultations. The position is responsible for oversight of department related budgets, equipment, and other resources as well as contracts with interpreter services.

DUTIES AND RESPONSIBILITIES

1. Supervises, supports, and develops social workers. This includes providing informal supervision and frequent check-ins with social workers to help with skill development as well as emotional support to aid in staff retention. The Manager performs evaluations as directed by the NKC Human Resources Department and develops any needed disciplinary action. The Manager provides licensure supervision, approves time- cards and PTO requests for social workers.
2. Trains and onboards new social workers, providing them with a foundation in the electronic medical record, Conditions for Coverage requirements, Social Services resources, and department procedures. The Manager does 30- and 90-day check-ins for new hires.

3. Supports the hiring of new social workers by reviewing applications, conducting interviews with candidates, and checking references. The Manager maintains documentation in JobVite to facilitate hiring of candidates.
4. Serves as a resource for challenging patient behavioral situations in coordination with the Social Services Supervisor. This involves consultation with social workers and other NKC staff, consults regarding patients at risk of involuntary discharge and review and closure of all behavioral SAS.
5. Manages staff caseloads including use of any float or per diem staff. The Manager coordinates coverage for social worker FMLA, extended vacations, open positions, and increased patient volumes.
6. Audits social worker documentation in pertinent areas that relate to Conditions for Coverage requirements as well as organizational standards.
7. Ensures social worker completion of a NKC required educational initiatives such as the Safety Scavenger Hunt and Relias in-services.
8. Monitors and supports social worker participation in Network Projects within their units.

DEPARTMENTAL RESPONSIBILITIES

1. With the Social Services Supervisor, keeps informed of current professional standards and practices involving social services fields and develops and makes improvements to social work workflow, including depression screening.
2. Organizes agendas and leads Social Services staff meetings in collaboration with the SW Supervisor, as appropriate.
3. With Social Work Supervisor, provides/arranges on-call coverage during working hours and during emergencies.
4. Manages the emergency grant program, approving and submitting routine requests to NKC Accounting and reviewing and uploading information from NKC Accounting. The Manager is the primary contact with NKC Accounting for the emergency grant program.
5. Maintains relationship with local schools of social work education and arranges for the supervision of MSW student(s) annually.
6. Manages Social Work credit card for exceptional e-grant, Five Wishes or other non-routine needs.

7. Investigates and establishes NKC contracts with new consultants or resources, as needed. Authorizes payment of Social Work contracted providers of services to NKC patients/staff: Mobile Notary, Trauma Informed care consultant, and interpreter services. Track expenses for Social Work budget.
8. Serves as the Trauma Informed Care liaison for NKC consultant. Develops and delivers curriculum for NKC clinical and nonclinical staff. Work within RELIAS in coordination with the HR Learning and Development Specialist to document staff participation.
9. Provides clinical education to New Employees: week 1 for patient-centered Care and week 8.
10. Participates in NKC leadership meetings and internal process improvement work that affects Social Work.
11. With Social Work Supervisor, updates and initiates Social Work policies in Policy Manager.
12. Serves as NKC patient ombudsman for patient grievances. Coordinates and elevates concerns as needed to Northwest Renal Network or State of Washington (or licensing designee). Manages Comment Card program and addresses Grievance Safety Alert System(SAS) events.
13. Coordinates and performs special project duties and responsibilities.

SUPERVISION AND COORDINATION

Directly manages Social Workers, Social Work Supervisor and Clinicals Supervisor. The position is also responsible for coordinating efforts with other dialysis services/organizations and NKC personnel.

EXTERNAL CONTACTS

The position has contacts with physicians, caseworkers, patients and patient families, community service organization representatives and other health care organizations. Contacts are to provide counseling and other social services, perform intake tasks, clarify information and deal with problems and to represent NKC social services to other organizations.

JOB CONDITIONS

1. Must be able to communicate effectively in English on the telephone, in writing, and in person.
2. Must be able to use a computer keyboard, mouse, and pull-down windows in an efficient manner. Must be able to demonstrate use of appropriate software after training.
3. Duties and responsibilities are performed in clinical dialysis units, professional office space, and off-site locations.

4. Must have the ability to occasionally lift/move objects weighing up to 25 lbs.
5. Travel to NKC facilities and other non-NKC facilities is required, this individual must provide own transportation, proof of insurance and valid Washington state driver's license.

CUSTOMER SERVICE STANDARDS

Staff is responsible for demonstrating good customer service and professionalism.

1. **CONSIDERATION:** Greet customers promptly; show courtesy. recognize customer's needs, respect privacy.
2. **CONCERN:** Listen to customers; express appreciation, be non-judgmental; take responsibility.
3. **CONFIDENCE:** Show a positive attitude; take personal initiative; inform; educate and reassure; provide prompt follow-up.
4. **CONDUCT:** Hold appropriate conversations; maintain a professional appearance; establish teamwork; show professional competency.

EDUCATION AND EXPERIENCE

The Social Work Manager must have a Master of Social Work degree from a school of social work accredited by the Council of Social Work Education. The Manager must have a Washington State Independent Clinical Social Worker license. The Manager should have at least two years of experience with progressively increasing clinical responsibility and/or one year of supervisory experience.

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not to be considered as an exhaustive list of all job tasks performed by people so classified.


REVIEW AND APPROVAL



6/13/22

Chief Administrative Officer

Date



6/13/22

Vice President of Human Resources/CHRO

Date