



POSITION DESCRIPTION

Social Worker

Reports to: Social Work Manager

Position Status: Exempt

Supervises: No one

Effective Date: 9/1/23

GENERAL SUMMARY

The Social Worker is responsible to the Social Services Manager for social work intake and patient advocacy services and for coordinating social services with physicians, NKC employees, patients, families, and other organizations. The social worker supports the patient voice and promotes communication through interpreter services for the non-English fluent and educates the patient on rights and the NKC grievance process. This position provides patient education and counseling, serves as a resource to NKC employees, and performs relief and/or project duties, when required.

The Social Worker is part of the interdisciplinary team (IDT) and is responsible for providing each patient with an individualized comprehensive assessment of his or her social service needs and developing a plan of care in accordance with the ESRD Conditions of Coverage. The Social Worker evaluates the patient's status, and uses the comprehensive assessment, depression screening, and KDQOL-36 tool to develop and implement the patient's treatment plan and appropriate quality care. The Social Worker is a part of the Quality Assessment Performance Improvement Team, (QA/PI), and participates in evaluating trends, making recommendations and action plans as well as following through to achieve improved patient care.

DUTIES AND RESPONSIBILITIES

1. Is a member of the IDT and independently conducts the Comprehensive Assessments and unstable care plans, when needed, and develops Plans of Care. Participates with other members of the IDT in the comprehensive assessment/plan of care phone calls.
2. Administers the KDQOL-36 tool with patients to identify areas of focus to improve the patients' quality of life.
3. Conducts depression screening and monitors patients' mental health needs. Offers emotional support, brief therapy and/or referral to outside agencies.
4. Screens patients for palliative care and refers to an appropriate provider, including the NKC Renal Supportive Care team.

5. Coordinates and performs social services casework duties; psychosocial assessments; counseling, education, suicide assessments and management and documents related activities.
6. Serves as resource to patients and staff regarding transportation to dialysis and dialysis related appointments. May advocate for patients with transportation providers.
7. Problem solves with patients how they can continue or resume employment. Coordinates with vocational rehabilitation agencies.
8. Coordinates social services between patients and patient families, physicians, NKC chaplain, NKC employees, and representatives of nursing homes, area hospitals and other organizations.
9. The Social Worker is a member of the interdisciplinary team for the Quality Assessment Performance Improvement (QA/PI) process and reports response rates of KDQOL survey as well as below average scores. Social Worker analyzes trends and develops action plans as needed to address worsening trends.
10. Participates in unit huddles and assists in developing plans to improve patient outcomes.
11. In conjunction with IDT, implements unit quality initiatives to improve patient outcomes around such issues as transplant, hemodialysis access placement and hospitalizations.
12. Serves as the point person on the IDT for tracking transplant status. Works with Project Access Northwest to help eligible patients receive dental clearance for transplant.
13. Provides education to NKC employees around topics within social work domain such as suicide management.
14. Serves as a community resource person to the treatment teams regarding social services, acts as a patient advocate, and serves as an educational resource to other NKC employees.
15. Performs relief, project and committee assignments. This includes coordinating and performing special project duties and responsibilities such as developing new teaching materials to aid NKC employees in working with challenging patient behaviors.
16. Represents Social Services. Leads and/or participates in discussions and meetings with other NKC employees and performs ad hoc, standing, and other committee responsibilities.
17. Keeps informed of current professional standards and practices involving the social services field and helps to keep department policies and practices up to date.
18. Performs other duties and responsibilities as may be required including teaching of classes related to existing and pre-dialysis patients such as Next Step and Choices classes.

JOB CONDITIONS

Must be able to communicate effectively in English over the telephone, in writing, and in person. Duties and responsibilities are performed in an office environment, clinical dialysis unit, physician offices, other healthcare

organizations, and other community settings. Must have transportation available and requires a valid Washington driver's license and the use of a properly licensed and insured personal vehicle for on-demand travel between clinics (mileage is reimbursed).

Physical activities require the ability to stand, walk, stoop, kneel, crouch, reach, lift; fingering, grasping, talking, hearing, and repetitive motions of hands, wrists, and fingers. Requires a high-level of hand-eye coordination. Must have strong visual acuity to read, inspect information on monitors, inspect technical documents, and to work extensively with data on a PC.

Physical requirements include the ability to lift/move objects weighing up to 25 pounds occasionally, and up to 10 pounds frequently. The individual in this position operates the phone, computer, copier, and other office equipment as required. Demonstrated skills in Microsoft Office Products and knowledge of clinical software programs are required.

PLANNING

The position is responsible for planning required to provide day-to-day social services and for participating in the planning of overall social services. Typical planning responsibilities are developing individualized comprehensive assessments and plans of care which involve consideration of patient needs, services of NKC and affiliated organizations, and community resources. Participates in unit Quality Assessment/Performance Improvement efforts.

SUPERVISION AND COORDINATION

The position does not regularly supervise other persons but may direct the assignments of MSW students. The position is also responsible for coordinating efforts with other dialysis services and NKC employees.

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 resolve problems and to represent NKC social services to other organizations.

DECISIONS

The position reports to the Social Services Manager and is responsible for independent decision making required for social services responsibilities. Typical decisions include evaluation of patient's psychosocial condition and coordinating patient entry and progress through NKC programs. Develops interventions to assist patient in following treatment plan.

CUSTOMER SERVICE STANDARDS

Staff are 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 Worker must have a Master of Social Work (MSW) degree from a school of social work accredited by the Council of Social Work Education. Social Workers should have a Washington State Independent Clinical (LICSW) or Advanced Social Worker (LASW) license or should have an Independent Clinical Associate or Advanced Associate license. No previous experience is required. The equivalent of one year of previous progressively responsible clinical responsibilities in a medical setting is preferred. Must have a valid Washington State Driver's License and car insurance.

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

Chief Administrative Officer

Date

Vice President of Human Resources/CHRO

Date

EMPLOYEE SIGNATURE

I acknowledge that I have received and reviewed a copy of the job description:

Employee Name

Date