

## *Community Volunteers in Medicine*

### **Position Description**

**Position Title:** Social Services Coordinator

**Reports To:** Vice President of Operations

**FLSA Status:**  Exempt  Non-exempt

**Revision Date:** June 2019

**Position Summary:** The social worker will provide case management, needs assessments and referral services for our patients. This position is part of our multi-disciplinary team. This person will collaborate with our medical/dental team as well as the eligibility team.

In addition the position will be responsible for performing English and Spanish eligibility screenings. This position will incorporate health literacy in all aspects of communication with our patients.

### **Major Responsibilities:**

- Informs appropriate staff of patient issues that need to be addressed by the clinical team.
- Conducts social work needs assessments and makes appropriate referrals to social service organizations.
- Works in collaboration with the medical/dental team for referrals for needed social services ensuring there is continuity of care.
- Documents appropriate patient interaction in the medical record and fully in MedServices.
- Provides oversight and assistance to any social work volunteer as needed.
- Provides follow up with patients to ensure referrals and interventions are functioning as planned.
- Assists in data collection for statistical reports.
- Conducts English/Spanish screenings – working in conjunction with the Eligibility Team
- Completes CHIP applications and applies for reimbursements if applicable
- Assists in the transportation pilot being coordinated by Family Services
- Provides Spanish transitional case management for hospital and ED discharges
- Completes Medical Assistance applications with patients.
- Coordinates the Zoom program with Family Services and any CVIM Zoom volunteers
- Maintains patient information, brochures and resource materials
- Field supervisor of BSW student, if applicable.
- Represents CVIM at community and civic organizations.
- Participates in community networking forums.
- Manages the Cradles to Crayons partnership and orders.

**Hours:** Full time, including at least one evening a week. Daily hours TBD.

### **Qualifications:**

- Bachelors of Social Work Degree or equivalent.
- Bilingual in English and Spanish, near native fluency required.
- Must be computer proficient
- Excellent written and verbal communication skills
- Ability to manage multiple priorities and prioritize tasks
- Knowledgeable of community resources