



Position Title: Social Worker, Transition Care Coordination
Reports To: Manager, Transition Care
Division: Q Point
Department: Care Coordination
Classification: Exempt
Revision Date: December 13, 2018

Position Summary:

Equality Health is an Arizona-based population healthcare company focused on improving care delivery for underserved populations through culturally-sensitive programs that improve access, quality, and patient trust. Our mission is to ensure diverse populations receive quality healthcare that improves and enriches their lives. We have developed our product portfolio around centralized technology, services and network designs intended to organize a better healthcare delivery system for cultures that have struggle with integrating into the tradition one-size-fits-all U.S. healthcare system.

The Social Worker, Transitional Care Coordination is primarily responsible for supporting transition care after a discharge from an acute hospital, psychiatric facility or emergency department, by identifying behavioral health and social service needs and actively linking members to needed services and resources. This individual demonstrates a commitment and passion to improving health outcomes, promoting recovery, alleviating disparities, and serves as the behavioral health community resource specialist for the transitional care team.

Equality Health designates this position as safety-sensitive and a position that includes tasks and duties that Equality believes could affect the safety or health of the employee performing the job or others.

Responsibilities:

- Assess and screen patients at various sites including hospital, psychiatric facilities, medical centers, emergency departments, homes, community locations, and post-acute facilities
- Perform structured behavioral health and social determinant of health assessments and screenings
- Create individualized recovery action plans, crisis plans, and self-management plans
- Actively link members to behavioral health services, acute services, community programs and resources
- Communicate and coordinate with primary care and behavioral health providers
- Develop database of behavioral and social services and relationships with behavioral and social support services that promote assistance for our members
- Maintain regular documentation in clinical platform (i.e., EMR systems)
- Communicate recovery action plan with caregiver(s) and family with patient consent
- Engage member and family in culturally competent manner
- Monitor execution of recovery action plans, follow up appointments and self-management plans

Required Knowledge, Education & Experience:

- Bachelor's degree in Social Work, Psychology or a directly related field of study

- Minimum two (2) years of work experience providing community-based behavioral health services and support
- Strong understanding of wellness and recovery concepts and individualized care planning
- Proficient using Microsoft Office applications and Internet/Intranet resources
- Able to receive and maintain DPS fingerprint clearance and CPR/BLS certification
- Must have current AZ driver's license and be able to pass a DMV background check

Highly Preferred Skills, Abilities & Qualifications:

- Solid knowledge of Arizona's behavioral health provider landscape and behavioral health and community resources
- Previous experience in a community health setting and with the AHCCCS system of care
- Familiarity working with diverse populations and a strong understanding of multicultural issues
- Experience with severe mental illness (SMI) members
- Bilingual; able to read, write, and speak Spanish and English proficiently
- Excellent written, verbal and interpersonal communication skills; able to explain complex medical issues in a way that patients can understand
- Demonstrated experience with care coordination and case management
- Able to communicate with nurses, physicians and facility administrators to solve problems
- Able to perform duties with minimal supervision in rapidly changing environments

Physical Requirements:

- Comfortable using keyboards, mouse, tablet and other electronic and portable devices for documentation
- Walking, standing, sitting, lifting 15 lbs. frequently
- Must be able to perform patient assessments in private homes, which may have allergens or odors such as pet dander or tobacco smoke
- Must be able to travel by personal automobile to multiple locations each workday