



## Case Management

### Social Worker

#### **POSITION SUMMARY: MAJOR TASKS, DUTIES, AND RESPONSIBILITIES**

Performs professional social work to facilitate the movement of patients through the continuum of care while ensuring their biopsychosocial, needs are met. Performs job for the age population served, as defined in the department's scope of service.

#### **POSITION QUALIFICATIONS & REQUIREMENTS:**

Must be able to read, write, and communicate effectively in English.

LMSW- Licensed Master Social Worker

CPR Certification required.

CPI recommended

**Empathy.** Empathy is the ability to identify with and understand another person's experience and point of view.

**Communication**-Excellent written, verbal, communication skills.

**Organizational**- Because hospital social workers coordinate much of a patient's care during and after hospitalization, they must have a keen eye for detail.

**Critical thinking skills** – Not only is every person different, but every illness is different, too. That means hospital social workers must be able to think critically and creatively.

**Emotional intelligence** – Social workers must have a strong connection to their feelings, the feelings of others, and must be self-aware and sensitive to the needs of other people.

**Understanding of medical conditions** –in-depth understanding of many common medical conditions & convey medical terms/conditions in layman's terms to families.

**Therapeutic skills** – A large part of this job is providing counseling and therapy to people under a lot of emotional stress, so social workers must have a strong ability to provide comfort and guidance in a therapeutic setting.

**Ability to work as part of a team** – Hospital social workers can be thought of as the go-between for patients, their families, and hospital staff. As a result, they must be able to work well with others to achieve common goals.

**Empathy** – Hospital social workers must be able to empathize with the feelings and emotions experienced by their patients and their patients' loved ones