

April 28, 2017

CARE COORDINATOR/MEDICAL SOCIAL CONSULTANT

DEPARTMENT: Home Care Region 3 - Champaign

FLSA: Exempt

UNION: SEIU 73 Professional

JOB POSTING: #17-051(Exam Request title: Medical Social Consultant)

<https://jobs.uic.edu/> click link to apply

The minimum acceptable qualifications for a Medical Social Consultant are:

1. Master's degree from an accredited school of social work.
2. Three years of progressively responsible full-time experience in practice of social work in agencies maintaining acceptable standards of social work practice, including one year in a medical or clinical setting and one year in a consultative or supervisory capacity.

A. FUNCTION:

The DSCC Home Care Program Care Coordinator provides care coordination services to families eligible for Home Care services within a particular geographic area and provides consultation to other members of the multi-disciplinary team utilizing skills and knowledge acquired from academic training and professional experience as a Social Worker.

B. ORGANIZATIONAL RELATIONSHIPS:

The Home Care Program Care Coordinator reports to the Home Care Program Regional Manager. The Home Care Program Regional Manager reports to the Assistant Director of Operations Home Care.

C. WORK ACTIVITIES:

Provides care coordination services:

- Assists families in collecting necessary medical and financial information to determine eligibility for Home Care Services:
- Refers cases to the entity or entities identified by Healthcare & Family Services (HFS) responsible for conducting the eligibility determination for the Home Care Program.
- Develops and implements a care coordination plan that is family-centered, community-based and coordinated.
- Monitors the care plan activities.
- Revises the care coordination plan to address the changing and ongoing concerns and priorities of the family.
- Coordinates all available health care benefits.
- Assist families as they interview prospective home care providers to assess suitability and

monitors provider services.

Participates as a member of the Home Care Program multi-disciplinary team:

- Complies with University, Division, Regional Office and HFS policy and procedures.
- Provides state-of-the-art discipline based expertise to the Home Care Regional Office multi-disciplinary team.
- Complies with state and federal regulations related to children enrolled in the Home Care Program or any subsequent program related to in-home care for children with complex medical needs.

Promotes interagency collaboration and an organized network of integrated services:

- Provides community education programs regarding DSCC services.
- Participates in developing and/or implementing a networking plan for the Home Care Regional Office.

Participates in special projects, as assigned, impacting DSCC:

- Participates in agency committees/projects on a regional or statewide basis.
- Performs other duties as assigned.
- Attends all internal staffings on assigned home care clients, and provides technical assistance and assesses compliance with current policy and procedure.
- Provides technical assistance and training to new case coordinators as needed.
- Act as liaison between the Home Care Regional Office, HFS and DHS on assigned cases.

D. KNOWLEDGE REQUIRED BY THE JOB:

Dependent upon job title, the Home Care Program Medical Social Consultant or Nursing Consultant should be knowledgeable regarding:

- Anatomy, physiology, and pathophysiology
- Medical terminology.
- Pharmacology
- Normal growth and development.
- Chronic health impairments.
- Medical equipment/supplies related to technology dependent children.
- Laws related to children.
- Guardianship, adoption and custody.
- Therapeutic approaches in the treatment of children and families.
- Psychopathology.
- Community resources for the economic, social, psychological and medical needs of the family.

- Eligibility criteria for the Home Care Program.

Dependent upon job title, the Home Care Program Medical Social Consultant or Nursing Consultant should have demonstrated skills in the following areas:

- Counseling and crisis intervention.
- Development of an appropriate family centered care plan.
- Accurate interpretation of psychological/social reports, documents and reference books.
- Compliance with University Policy and Rules.
- Compliance with DSCC Rules, Policy and Procedures.
- Compliance with HFS policies and procedures related to the Home Care Program
- Assessment of family dynamics and social service needs.
- Assessment of medical needs.
- Accurate interpretation of nursing reports.
- Effective care coordination.
- Training of staff and families.
- Compliance with policies and procedures related to the planning, monitoring and evaluating the adequacy of home care services.

E. POSITION RESPONSIBILITY:

The Home Care Program Care Coordinator functions as a member of the Home Care interdisciplinary team within the Home Care Regional Office. The Home Care Program Regional Manager directly supervises the Home Care Program Medical Social Consultant with technical assistance obtained from the Central Administrative Office and Home Care Compliance and Audit. Work is periodically reviewed by the Home Care Program Regional Manager with feedback provided to the Home Care Program Care Coordinator.

There is a range of complexity depending upon the specific situation on a particular case. The complexity varies because of the medical condition, multiplicity of providers, and dynamics of family system. The care coordination services also need to be in compliance with policies and procedures. This increases the decision making for the consultant as rules, policy or procedures need to be applied consistently to individual family needs. The Consultant needs to be timely in their response to families and service providers or services are not delivered to the child and family in an effective or timely fashion. Strict compliance with DSCC confidentiality policy must be maintained with all child specific information.

F. PERSONAL RELATIONSHIPS:

The Home Care Program Care Coordinator interacts on a daily basis with the families and service providers. The direct interaction with their team members and consultative resources within the Division is also on a daily basis. These contacts may occur by face-to-face, E-mail, phone, or written documents.

G. GUIDELINES:

The Home Care Program Medical Social Consultant is required to comply with the University of Illinois Policy and Rules, DSCC Administrative Rules, Policy and Procedures, and Home Care Manual Policies and Procedures, as well as all other state and federal regulations.

H. SCOPE OF DUTIES AND RESPONSIBILITIES:

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I. ENVIRONMENTAL DEMANDS:

Moderate-extensive travel including overnight stays required. Requires physical ability to stand for up to 1 hour at a time, ability to walk to and from a client's home, climb stairs and carry 10-20 pounds of equipment, including but not limited to lap top computers, printers and other materials necessary to conduct home visits and patient assessments. Job duties may involve some public speaking. Sedentary while in the office setting