



ResolutionCare

JOB DESCRIPTION: Palliative Care Social Worker (BSW)

The Palliative Care BSW works as part of a transdisciplinary team and is supported by the MCN Licensed Clinical Social Worker and the RCPC Clinical Director.

POSITION SUMMARY

Provides psychosocial assessment and delivery of counseling and social work services to patients with chronic and/or serious illness and their families/support persons. Works as a key member of the palliative care interdisciplinary team to collaborate and coordinate patient care effectively.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Demonstrates competency in evaluating patients' and families' psychosocial needs in the context of human development and life stage, psychosocial factors, and chronic illness and medical stressors.
- Assesses and responds to practical, financial, and legal concerns of the patients and families/support systems.
- Creates social work Plan of Care and provides medical social work services in accordance. Adjusts Plan of Care as appropriate.
- Performs as an active member of the interdisciplinary team, providing guidance and consultation to the interdisciplinary team on patient care issues and social work services.
- Demonstrates working knowledge of and referral to community resources. Serves as a liaison between patients/families and community resources as appropriate.
- Demonstrates working knowledge of government and insurance benefit programs (i.e. Medicare, Medi-Cal, Disability and Social Security, and Veteran's Service Connection), assists patients as appropriate to apply and utilize their benefits.
- Assists patients and families with the navigation of social and healthcare systems.
- Assesses for spiritual and medical needs and communicates these promptly to the interdisciplinary team.
- Demonstrates ability to have sensitive conversations with patients and families regarding advance care planning and assists with completion of advance health care directives and POLST forms as appropriate.
- Performs appropriate assessments of patients and their families utilizing screening tools as instructed (i.e. PCQN).
- Performs intakes of new patient referrals as appropriate.
- Demonstrates knowledge of and appropriate application of HIPAA law and mandated reporting law, in accordance with ResolutionCare, PC policies and procedures, regarding



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issues of elder and dependent abuse, child abuse, mental health and suicide risk. Provides consult to other staff on mandated reporting procedure as appropriate.

- Represents MCN/RCPC and shows leadership and collaboration in local community, provides information on MCN/RCPC services and referral process to community members and patients.
- Provides social work services to patients and their families/support persons through video technology, telephone calls, and visits with patients at their places of residence.
- Engages in continuing palliative care education and patient care education.
- Completes documentation in the EHR and the Encounter Tracker within 24 hours.
- Assumes other duties in support of MCN/RCPC needs as directed by the Licensed Clinical Social Worker and the RCPC Clinical Director.

ORGANIZATIONAL REQUIREMENTS

- Works at all times within the policies and guidelines of the Company
- Uses video conferencing as frequently as appropriate
- Ensures effective use of resources
- Plays an active part in the development and maintenance of good relationships with all who have business with the Company
- Respects at all times the confidentiality of information covering patients, staff and volunteers and is HIPAA compliant
- Promotes the Company's philosophy of compassionate communication towards all patients, relatives, visitors and coworkers

ENVIRONMENTAL CONDITIONS AND PHYSICAL REQUIREMENTS

- Works with Palliative Care patients wherever they reside or are receiving care, including homes, skilled nursing facilities, hospitals, and residential care for the elderly facilities
- Provides own transportation
- Successfully performs the essential duties and responsibilities of the position through the use of physical activities as described below
- Regularly requires travel, sometimes to remote areas
- Regularly requires working at a computer for 2-4 hours at a time
- Regularly requires use of a telephone
- Requires use of video-conferencing technology
- Potential for exposure to blood, body fluids, or other potentially infectious materials



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MINIMUM QUALIFICATIONS

- BSW or equivalent experience
- Current California driver's license, proof of acceptable automobile insurance coverage, and reliable transportation
- Excellent oral and written communication skills required
- Positive interpersonal skills required
- Must have general computer skills and a working knowledge of word processing software and the internet

PREFERRED QUALIFICATION

- Prefer 2 years health care social work experience
- Experience in hospice, palliative care, oncology or home health

POSITION REPORTS TO:

- **MCN Licensed Clinical Social Worker**
- **RCPC Clinical Director**

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee (Print) _____

Date _____

Signature _____