

DIRECTOR OF SOCIAL SERVICE - WCMC

DISTINGUISHING FEATURES OF THE CLASS: Under general direction of the Associate Hospital Director, an incumbent of this class is responsible for administering, directing, planning and supervising the Social Work program, which encompasses an acute medical center, the Psychiatric Institute, Correctional Health and Alcoholism Treatment Services, in accordance with accepted social work practice. Responsibility includes collaborating with hospital administrators, medical staff and other department heads in planning social work participation in hospital services, educational and reimbursement programs, and in formulation of policies and procedures in accordance with the organization and philosophy of Westchester County Medical Center. Responsibility also includes overseeing the discharge planning process to ensure appropriateness and timeliness, taking into account the constraints of third party payer captivation (i.e.: Diagnostic Related Groups) and state and federal regulatory requirements (i.e.: Discharge Planning Regulations, Discharge Review Program). Supervision is exercised over a number of professional medical and psychiatric social workers, para-professionals and clerical staff.

EXAMPLES OF WORK: (Illustrative Only)

Develops and implements policies, practices and procedures necessary to direct the activities of the Social Work Division in accordance with accepted social work practices, Westchester County Medical Center policy, and regulatory guidelines, including but not limited to State Department of Health, Joint Commission on Accreditation of Health Care Organizations, Office of Health Systems Management, and Professional Review Organization;

Recruits, selects, supervises (or delegates supervision of) and trains professional social workers in providing social work services to medical and psychiatric patients, as well as support and referral services to patients and their families as part of a discharge planning program;

Interprets hospital policy, procedures, federal and state regulations to staff to ensure implementation of social work practice within these mandates to prevent loss of hospital revenue;

Keeps abreast of changes in Medicare, Medicaid, Blue Cross, and commercial insurance programs and informs staff accordingly;

Supervises the discharge planning process, either directly or indirectly through social work supervisors, and coordinates this process with other hospital departments (i.e.: Quality Assurance, Patient Accounts), medical and nursing staffs and community agencies to ensure timely and appropriate discharge of patients as well as to guarantee hospital reimbursement;

Develops and maintains lines of communication and working relationships with other hospital departments, as well as other County and community agencies, to coordinate patient services;

EXAMPLES OF WORK: (Illustrative Only) (Continue)

Prepares annual division budget for submission to hospital administrators, and recommends divisional expenditures for staffing and supplies within budgetary constraints;

Functions in the role of Child Abuse Coordinator for the medical center to coordinate the reporting of child abuse cases to the State Central Registry and the hospital's actions taken in such cases, in order to comply with State Department of Health Code Sec. 405.34;

Participates in inter-disciplinary case conferences, and reviews case histories, providing consultation as needed;

Assures that the monitoring and evaluation of the quality and appropriateness of social work and discharge planning services are performed and that actions are taken on the findings to ensure quality assurance mechanisms are implemented to guarantee quality patient care and social work/discharge planning services;

Prepares and analyzes statistical, narrative and chronological reports of division activities, making recommendations to improve responsiveness to patient needs and to meet hospital objectives;

Identifies gaps in service delivery or resources within or external to the hospital, and communicates these findings to appropriate personnel (i.e.: hospital administration or community representatives);

Ensures the integration, coordination, and collaboration of the Social Work Department with other hospital disciplines and services by participating in in-service programs and by membership on hospital committees (i.e.: Utilization Review, Discharge Planning Committee, Cancer Committee, Medical Ethics Committee) in an effort to promote social service programs;

Ensures compliance with requirements and standards by Joint Commission Accreditation of Health Care Organizations, State Mental Health and other regulatory services;

Participates in community planning and educational programs as related to social work activities to coordinate the delivery of health care/social services;

Ensures the maintenance of records and files in accordance with accepted standards.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the modern principles and practices of social work; good knowledge of the principles and practices of public health administration; good knowledge of the federal, state and local regulations and standards affecting mental health, health and welfare as they apply to the field of social work; good knowledge of the JCAH standards as they relate to social services; familiarity with community health and welfare resources, ability to

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: (Continued) plan, supervise and evaluate the work of professional social workers; ability to understand and interpret medical and psychiatric information; ability to establish and maintain effective working relationships with professional, medical, nursing and other health care staff; ability to communicate effectively both orally and in writing; sound professional judgment; strong leadership qualities; initiative; tact; resourcefulness; integrity; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Master's Degree* in Social Work and seven years of professional social work experience in a health care setting, five of which must have been in an acute care facility and four of which must have been at the supervisory/administrative level.

SPECIAL REQUIREMENT: Possession of a valid license and current registration, issued by the New York State Education Department, as a Certified Social Worker, and current membership in the Academy of Certified Social Workers (ACSW).

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.