



Job Code: 9295

Grade: 17

HCWR: N

Job Title

Social Services Coordinator-ACHN, Bilingual

Department

Ambulatory & Community Health Network

This position is exempt from Career Service under the CCH Personnel Rules.

Job Summary

The Social Services Coordinator-ACHN, Bilingual works within the Patient Centered Medical Homes (PCMH) and Specialty Services to provide care coordination care to patients and their families. As part of the ACHN multidisciplinary team, oversees the processes of care delivered to patients and collaborates with the medical and behavior health team for provision of comprehensive service to ensure continuity of care and decrease health disparities. This position requires skills to access a patients psychological needs, formulate a treatment plan, and provide appropriate information. The Social Services Coordinator-ACHN utilizes resources within Cook County Health (CCH) as well as community resources appropriated to specific needs of patients/families and collaborates with PCMH staff and others for the provision of comprehensive social services.

Typical Duties

- Completes comprehensive needs assessments, develop a care plan, and provide appropriate intervention
- Assist patients with care coordination that includes durable medical equipment, prepares disability forms, transportation, advanced directives, home health, housing, food and nutritional support, obtains documents to support care coordination and any other social service needs.
- Assesses patient for any suspected abuse or neglect and coordinates care with Psychiatric Social Worker (in accordance with Illinois State Law and CCH's Abuse and Neglect policies).
- Participates in quality assurance initiatives. Assesses compliance with clinical and administrative policies and procedures.
- Identifies and develops relationships with community organizations and resources.
- Attends meetings and participates in assigned Projects, as assigned.
- Performs other duties as assigned.

Minimum Qualifications

- Bachelor's Degree in Social Services, Social Work, psychology or related field from accredited college or university
- Two (2) years' experiences in care coordination in a medical outpatient setting or social services agencies
- Bilingual

Preferred Qualifications

- Master's degree Social Services, Social Work, psychology or related field from accredited college or university



Knowledge, Skills, Abilities and Other Characteristics

- Knowledge and understanding to provide clear and concise documentation regarding patients while maintaining this information in a confidential manner. Adheres to relevant state and federal guidelines governing patient care and treatment of sensitive information, particularly the Illinois Developmental Disability and Mental Health Code, the Illinois Confidentiality Code, HIPAA and EMTALA.
- Excellent human relations and oral/written communication skills.
- Demonstrates constructive involvement with professionals in the hospital, the agency and in the community.
- Demonstrates ability to utilize and teach appropriate behavior management techniques.
- Ability to actively participates in team activities, in the larger hospital and in the community in ways that make a positive contribution to team operations.
- Ability to maintain appropriate professional boundaries with all staff, trainees and patients at all times.
- Ability to assess information while applying critical thinking to determine course of action and relay this information to patients, families and clinical staff.
- Ability to develops and maintains professional relationships with court, police, human services, entitlement and governmental agencies, health services vendors and private organizations to enhance services delivery and agency image.
- Ability to physically perform in terms of physical movements, vision, hearing and speech, as outlined in job description.
- Ability to work independently and a willingness to provide psychiatric consultations and care to all Cook County Health sites.

Physical and Environmental Demands

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, “Typical Duties” are essential job functions.