

SOCIAL WORK AIDE SERIES

| Code No. | Class Title | Occ. Area | Work Area | Prob. Period | Effective Date | Last Action |
|----------|----------------------|--------------|--------------|-----------------|-------------------|----------------|
| 4599 | Social Work Aide I | 01 | 444 | 6 mo. | 09/1/07 | Rev. |
| 4600 | Social Work Aide II | 01 | 444 | 6 mo. | 09/1/07 | Rev. |
| 4601 | Social Work Aide III | 01 | 444 | 6 mo. | 09/1/07 | Rev. |

Promotional Line: 262

Series Narrative

Under the direction of professional Social Workers in a health care facility, Social Work Aides perform a variety of duties which alleviate Social Workers of routine activities related to the solutions to patient problems. Aides assist Social Workers by: obtaining general information, such as demographic and social data from patients of varied ethnic/social/economic backgrounds; establishing and maintaining resource files on community/social/medical services available for patients; making arrangements with other departments and outside agencies for patient services; and responding to external inquiries regarding patient. Aides utilize various resources (such as government and social agencies, community organizations and health care services) to provide patient services, such as securing medical equipment for patients or patient transportation to and from medical appointments. Aides provide liaison between Social Workers and patients, and independently resolve routine patients problems or needs such as problems related to health care facility admittance or discharge. Social Work Aides must work within the framework of departmental and facility policies and procedures as well as with those limiting issues which have legal implications such as maintenance of confidentiality of patient/family information and procurement of proper consent prior to release of patient information.

DESCRIPTIONS OF LEVELS OF WORK

Level I: Social Work Aide I

4599

Employees at this level, under immediate supervision (with frequent and detailed instruction from and ready access to a supervisor) assist Social Workers by securing information and making physical arrangements for patients such as securing transportation. Aides utilize commonly accessed resources such as Illinois Department of Healthcare and Family Services or medical equipment rental services to assist in meeting patient needs.

A Social Work Aide I typically –

1. extracts information from patient records to be used in answering inquiries from social service agencies such as the Social Security Administration and the Illinois Department of Healthcare and Family Services.
2. contacts outside resources such as relatives and social agencies by phone and through written communication to locate and/or remind patients who have difficulty keeping social work appointments
3. completes forms and writes simple letters to procure such services as medical equipment, prosthetic devices, transportation to medical appointments public assistance funds and in home nursing care; follows up to insure receipt of services by contacting patients and resources providing services

4. serves as liaison between the patient/family and social work department, bringing problems (such as the patient's adjustment to the facility or discharge from facility) to the attention of the Social Worker
5. receives, records, and transmits messages from patients, families, facility staff and outside resources; for informational or service requests, determines appropriate Social Work or facility staff member to receive request; places calls to secure prescribed information and to make arrangements for patients
6. provides formal documentation of own activities with patients, staff and outside resources for patient and resource files
7. as instructed, disburses patient aid funds, emergency clothing, etc., and maintains receipts of same
8. as assigned, participates in training sessions and attends social work department meetings; attends interdisciplinary meetings on specific patients as necessary
9. performs other related duties as assigned

Level II: Social Work Aide II**4600**

Employees at this level, under direct supervision, assist Social Workers by obtaining information, interacting with patients, and contacting resources to meet the social needs of patients such as the need for financial assistance or instruction in child care. In addition, at this level, Aides provide beginning level social support such as instruction to improve homemaking skills.

A Social Work Aide II typically –

1. drafts responses to inquiries from social agencies such as the Social Security Administration utilizing information obtained from patient records
2. contacts patients by phone, home visit or through other resources such as relatives or social agencies to remind them of social work appointments
3. provides beginning level social support services, such as teaching patients how to care for themselves and family, by observing patient behavior and using self as a support role model
4. identifies needs of patients, such as financial assistance or child care and obtains services to meet needs by preparing the necessary forms and referral letters; follows up to insure receipt of services
5. interviews patients to determine social service needs such as assistance with housekeeping
6. processes forms required for the transfer of patients to other resource facilities and assists patient by arranging to obtain appropriate clothing, completing forms for the transfer of patient's personal property, arranging patient transportation and accompanying patient to a nursing home
7. writes reports and provides formal documentation of own resource files
8. maintains files of specialized types of resources such as homemakers, child care help, emergency services, and specialized agencies
9. receives, records and transmits messages from patients, families, facility staff and outside resources, responds to inquiries for information or environmental services; refers requests for social

service to the appropriate staff member or outside resource, places calls to secure prescribed information and to make arrangements for patients

10. as instructed, disburses patient aid funds, emergency clothing, etc., maintains appropriate records of fund disbursement
11. serves as liaison between the patient and department of social work by assisting with simple problem solutions such as hospital billings, or the need for specialized equipment and appliances; brings problems of adjustment to illness and discharge plans to the attention of the social worker; provides information to patients on services available from the department, the hospital and other resources in the community
12. as assigned, participates in social work and other department meetings; participates in training programs; attends interdisciplinary meetings on specific patients as necessary
13. performs other related duties as assigned

Level III: Social Work Aide III**4601**

Employees at this level, under general supervision, assist Social Workers in gathering patient information, investigating patient medical and social needs, observing psychological functioning, planning patient services, and screening community resources. Aides serve as the initial contact (intake) with patients/families seeking help.

A Social Work Aide III typically –

1. provides empirical data to Social Workers for the evaluation of resources by following established guidelines and procedures; visits resources such as day care centers, emergency shelters and nursing homes to collect data; sets up and maintains files on resources
2. screens initial (intake) requests to determine what services may be needed; provides service where giving information, referring to more appropriate resources, or arranging environmental help meets the need of the patient and family; refers requests which require social and/or psychological evaluation and help to the appropriate Social Worker
3. recommends appropriate resource facilities for transferring patients; completes more complex details and paperwork for transfers such as providing the facility with necessary medico-psycho-social data, arranging facility admission, assessing Illinois Department of Healthcare and Family Services financial status, and assuring that Public admission, assessing Illinois Department of Healthcare and Family Services applications are completed prior to transfer
4. acts as the family/patient advocate in obtaining services from resources, such as arranging for emergency housing, expediting Illinois Department of Healthcare and Family Services application and acquiring medical equipment
5. perform the duties of lower level Aides under general supervision
6. maintains records and patient related fields, writes reports, composes letters and completes forms to provide patient services
7. participates in social work and other department meetings as necessary; participates in training programs, and participates in interdisciplinary meetings on specific patients as necessary
8. performs other related duties as assigned

****MINIMUM ACCEPTABLE QUALIFICATIONS REQUIRED FOR ENTRY INTO:****Level I: Social Work Aide I****4599**

1. Any combination totaling **two years** from the following categories:
 - a) work experience which provided knowledge of human behavior, including the ability to cope with a variety of people and/or understand the importance of people's needs and feelings, in a public/customer service environment.
 - b) college course work in social or behavioral sciences or related field, measured by the following conversion table or its proportional equivalent:
 - 15 semester hours equal six months
 - 30 semester hours equal one year

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. skill in communicating effectively in English both in oral and written form
2. skill in interacting with people from varied social, economic and cultural backgrounds

Level II: Social Work Aide II**4600**

1. One year of work experience comparable to a Social Work Aide I
2. Any combination totaling **two years** from the following categories:
 - a) work experience which provided knowledge of human behavior, including the ability to cope with a variety of people and/or understand the importance of people's needs and feelings, in a public/customer service environment.
 - b) college course work in social or behavioral sciences or related field, measured by the following conversion table or its proportional equivalent:
 - 15 semester hours equal six months
 - 30 semester hours equal one year

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. working knowledge of services provided by various social service agencies
2. skill in interviewing patients/families to determine their physical and social needs

3. ability to obtain services necessary to meet patient needs
4. ability to organize, prepare and maintain records, reports, files and correspondence

Level III: Social Work Aide III**4601**

1. Two years of work experience comparable to a Social Work Aide II
2. Any combination totaling **two years** from the following categories:
 - a) work experience which provided knowledge of human behavior, including the ability to cope with a variety of people and/or understand the importance of people's needs and feelings, in a public/customer service environment.
 - b) college course work in social or behavioral sciences or related field, measured by the following conversion table or its proportional equivalent:
 - 15 semester hours equal six months
 - 30 semester hours equal one year

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. through knowledge of services provided by various social service agencies
2. skill in interviewing patients/families to determine their physical, social and possible psychological needs
3. ability to obtain services necessary to meet patient/family needs
4. ability to explain and carry out facility and departmental policies and procedures
5. ability to work independently
6. ability to organize, prepare and maintain records, reports, files and correspondence. through knowledge of services provided by various social service agencies

*****Note: In substituting experience for education, as provided above, it is recommended that , in order to ensure consistent application of these qualifications, the evaluation and verification of an applicant's experience be accomplished through the cooperative efforts of the personnel office and an experienced professional in the appropriate field. Such evaluation should be conducted in a manner that will preserve the applicant's anonymity.***