

MEDICAL SOCIAL SERVICE SERIES

Code No.	Class Title	Occ. Area	Work Area	Prob. Period	Effective Date	Last Action
0264	Medical Social Assistant	01	444	6 mo.	11/15/11	Rev.
4260	Medical Case Worker Worker Social Associate	01	444	6 mo.	11/15/11	Rev.
0876	Medical Social Consultant Consultant Worker	01	444	6 mo.	11/15/11	Rev.
3730	Assistant Supervisor of Medical Social Service	01	444	6 mo.	11/15/11	Rev.
3729	Supervisor of Medical Social Service	01	444	6 mo.	11/15/11	Rev.

Promotional Line: 51

Series Narrative

Employees in this series perform duties involving the providing, supervising, and directing of medical social services.

DESCRIPTIONS OF LEVELS OF WORK

Level I: Medical Social Assistant **0264**

Employees at this level receive training in medical social case activities and perform tasks needed to develop some competence in these activities. They work under direct supervision.

A Medical Social Assistant typically -

1. assists the Medical Social **Associate** in interviewing patients in the clinic and during other phases of care to help identify social and emotional needs.
2. assists in determining resources for meeting social and environmental needs.
3. provides case work services relating to non-complex problems.
4. assists in preparation of patients and families for referral to other resources and prepares referral material.
5. records activities and makes reports as required.
6. performs other related duties as assigned.

Level II: Medical Case Worker ~~Worker~~ Social Associate **4260**

Employees at this level plan and coordinate various segments of healthcare services and conduct care coordination activities for clients and families. Employees are responsible for consultation with other members of the care coordination team regarding areas of social and emotional issues/problems, and for overall care coordination activities in an assigned geographic area. They work under administrative supervision from a designated supervisor.

A Medical Social Associate typically –

1. determines client eligibility for services
2. interviews clients and/or families regarding plans for care, which may include home visits and coordinates the specific medical and rehabilitative services recommended
3. counsels families on the client's service needs and provides such guidance as necessary
4. initiates or recommends referral services to other agencies in meeting family needs
5. develops and coordinates service plans which may include collaboration among agencies to recruit and organize a network of integrated services
6. maintains current case records and prepares reports as required
7. collects and maintains current information about available community resources
8. arranges and participates in interdisciplinary case conferences
9. explains university/agency services and programs to the community, and/or delivers educational presentations and materials to community organizations
10. communicates unmet client needs to responsible parties for appropriate action
11. organizes and facilitates clinics; participates in interagency collaboration initiatives
12. acts as liaison between families and providers to facilitate communication
13. advocates for family and clients' rights
14. performs other related duties as assigned

Level III: Medical Social Consultant Worker

0876

Employees at this level develop and organize various aspects of social work. They work under general supervision.

A Medical Social Worker typically –

1. identifies and modifies social and environmental problems.
2. interviews patients and families in clinics and during other phases of care for the purpose of helping meet social and emotional needs influencing effective use of medical care.
3. differentiates and integrates social work services on a collaborative relationship with other staff.
4. determines available resources for meeting social and emotional needs.

5. gives consultation on programs offered and provides social work consultation on the related social needs of the individuals.
6. participates in plans for cooperation with local health, welfare, and community agencies for more effective services to the total patient group.
7. collaborates in studies and surveys related to patients' needs.
8. participates in orientation courses, staff development programs, and student training of other personnel or other agencies.
9. records social work activities and makes reports as required.
10. performs other related duties as assigned.

Level IV: Assistant Supervisor of Medical Social Service**3730**

Employees at the level assist in administering and coordinating social services for a unit. They work under administrative supervision.

An Assistant Supervisor of Medical Social Service typically -

1. coordinates medical social services with nursing, speech, and hearing services within a major area
2. provides consultation to, coordinates, reviews and participates in evaluation of work of the Medical Social Consultant: provides direct supervision for the Medical Social Workers
3. assists in the formulation and implementation of policies and procedures for medical social personnel
4. assists in the development and carrying-out of in-service training and other educational programs to increase effectiveness of medical social staff
5. represents the unit at conferences with other agencies and at meetings with public officials
6. provides administrative assistance to and substitutes for the Supervisor of Medical Social Services
7. may function as a Medical Social Consultant on a limited basis
8. performs other related duties as assigned

Level V: Supervisor of Medical Social Service**3729**

Employees at the level assist are responsible for planning and directing the social work aspects of a unit. They work under administrative supervision.

A Supervisor of Medical Social Service typically -

1. plans the development of social work services and established policies and procedures for social work activities

2. participates in program planning and development of agency policy
3. provides supervision to medical social staff work positions; ~~assists in recruitment and assignment of staff~~
4. formulates standards for medical social work positions; assists in recruitment and assignment of staff
5. consults with other professional and administrative personnel regarding social and emotional factors influencing effective care
6. participates in setting standards relative to social aspects in facilities used by the unit
7. participates in the promotion of cooperative relationships with health, welfare, educational, and rehabilitation agencies and gives leadership in the development of working arrangements with social agencies for more effective and better integrated services
8. participates in educational activities (such as in-service training, orientation courses, staff development programs, and training projects)
9. collaborates in studies and surveys related to patients' needs and assists in evaluation of services, with particular reference to social services
10. participates in community planning for essential services to meet social, emotional, and health needs of disabled persons
11. represents the agency as requested
12. records social service activities and prepares reports as required
13. performs other related duties as assigned

MINIMUM ACCEPTABLE QUALIFICATIONS REQUIRED FOR ENTRY INTO:

Level I: Medical Social Assistant

0264

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. Bachelor's degree with a major in the social or behavioral science or related health specialty from an accredited college or university.

KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

1. General knowledge of case work activities
2. General knowledge of types of community agencies structure.
3. General knowledge of principles and processes for providing customer service (e.g. customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.)

4. Judgment and decision making skills- the ability to consider the relative costs and benefits of potential actions to choose the more appropriate one.
5. Social perceptiveness skills- being aware of others' reactions and understanding why they react as they do.
6. Ability to communicate effectively in writing as appropriate for the needs of the audience and effectively convey information to others verbally
7. Ability to establish and maintain positive and helpful relationships

Level II: ~~Medical Case Worker~~ Social Associate**4260**

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

- A. Bachelor's degree with a major in the social or behavioral science or related health specialty from an accredited college or university.

AND

Two (2) years (24 months) of progressively responsible full-time experience in the practice of social services/ agencies or medical/clinical setting maintaining acceptable standards of social work practices,

OR

- B. Master's degree in social or behavioral science or related health specialty area from an accredited college or university

Two (2) years (24 months) of progressively responsible full-time experience in the practice of social services/agencies or medical/clinical setting maintaining acceptable standards of social work practices

KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

1. Basic knowledge of social work practices.
2. General understanding of organizational structure of public health care programs agencies.
3. General knowledge of principles and processes for providing customer service (i.e. customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction).
4. Knowledge of psychology concerning human behavior.
5. Demonstrated skill in interview techniques of social workers.
6. Complex problem solving skills – identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

7. Judgment and decision making skills - the ability to consider the relative costs and benefits of potential actions to choose the most appropriate one.
8. Social perceptiveness skills – being aware of others’ reactions and understanding why they react as they do.
9. Ability to establish good working relationships with other professionals, **community agencies and families.**
10. Ability to communicate effectively in writing as appropriate for the needs of the audience and effectively convey information to others verbally.
11. ~~Ability to work with community agencies.~~

Level III: Medical Social ~~Consultant~~ Worker**0876**

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. Master’s degree from an accredited school or university in Social Work, **Social Service Administration or related health specialty area**
2. Three years (36 months) of progressively responsible full-time experience in social work in a medical/clinical setting.
3. **Current State of IL Licensure as a Licensed Social Worker or Licensed Clinical Social Worker.**

KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

1. Thorough knowledge of ~~social work methods~~ **social work methods and principles.**
2. General understanding of ~~legislative base and structure of public health care and public medical care programs.~~
3. General knowledge of principles and processes for providing customer service (i.e. customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction).
4. Knowledge of psychology concerning human behavior and performance including the assessment, treatment, and rehabilitation of affective disorders.
5. **Skill in the identification of needs and coordination of services to meet needs.**
6. **Judgment and decision making skills – the ability to consider the relative costs and benefits of potential actions to choose the most appropriate one.**
7. **Social perceptiveness skills – being aware of their reactions and understanding why they react as they do.**

8. Ability to establish and maintain effective working relationships and communication with staff, families, and agencies.
9. Ability to work independently.
10. Ability to communicate effectively in writing as appropriate for the needs of the audience and effectively convey information to others verbally.
11. ~~Skill in analysis of situations.~~
12. ~~Skill in consultation process.~~
13. ~~Ability to adapt social work practices to the unit setting.~~

Level IV: Assistant Supervisor of Medical Social Service**3730**

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. Master's degree from an accredited school or university in Social Work, Social Service Administration, or related health specialty area
2. Four (4) years (48 months) of progressively responsible full-time experience in social work in a medical/clinical setting including two years (24 months) of experience comparable to that performed at the Medical Social Worker level of this series or in a position of comparable responsibility.
3. Current State of IL Licensure as a Licensed Social Worker or Licensed Clinical Social Worker.

KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

1. Thorough knowledge of the practice of social work.
2. Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.
3. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
4. Knowledge of the principles of public health agency administration and structure.
5. Judgment and decision making skills – the ability to consider the relative costs and benefits of potential actions to choose the most appropriate one.
6. Social perceptiveness skills – being aware of their reactions and understanding why they react as they do.
7. Ability to develop collaborative relationships with other professions.

8. Ability to develop effective working agreements with other agencies.
9. Ability to communicate effectively in writing as appropriate for the needs of the audience and effectively convey information to others verbally.
10. Ability to manage one's own time and the time of others.

Level V: Supervisor of Medical Social Service**3729**

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. Master's degree from an accredited school or university in Social Work, Social Service Administration or related health specialty area.
2. Six (6) years (72 months) of progressively responsible full-time experience in social work in a medical/clinical setting, two (2) years (24 months) must have been in a clinical setting maintaining acceptable social work standards in a supervisory or consultative capacity.
3. Current State of IL Licensure as a Licensed Social Worker or Licensed Clinical Social Worker.

KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

1. Thorough knowledge of the practices of social work.
2. Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.
3. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
4. Knowledge of the principles of public health agency administration and structure.
5. Judgment and decision making skills – the ability to consider the relative costs and benefits of potential actions to choose the most appropriate one.
6. Social perceptiveness skills – being aware of their reactions and understanding why they react as they do.
7. Ability to develop collaborative relationships with other professions.
8. Ability to develop effective working agreements with other agencies.
9. Ability to communicate effectively in writing as appropriate for the needs of the audience and effectively convey information to others verbally.
10. Ability to manage one's own time and the time of others.