

## MEDICAL SOCIAL SERVICES SERIES

<b>Code No.</b>	<b>Class Title</b>	<b>Occ. Area</b>	<b>Work Area</b>	<b>Prob. Period</b>	<b>Effective Date</b>	<b>Last Action</b>
0264	Medical Social Assistant	01	444	6 mo.	11/15/11	Rev.
4260	Medical Social Associate	01	444	6 mo.	11/15/11	Rev.
0876	Medical Social Consultant	01	444	6 mo.	06/17/13	Rev.
3730	Assistant Supervisor of Medical Social Services	01	444	6 mo.	06/17/13	Rev.
3729	Supervisor of Medical Social Services	01	444	6 mo.	06/17/13	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 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 work related to the lower level in this series.
15. performs other related duties as assigned.

**Level III: Medical Social Consultant**

**0876**

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

A Medical Social Consultant typically –

1. identifies and modifies social and environmental problems.
2. interviews patients and families in clinics, in a medical or social service agency and during other phases of care for the purpose of helping meet social and emotional needs influencing effective use of medical care.
3. performs psychosocial assessments.

4. performs individual therapeutic interventions including individual, group, couples and families therapies.
5. differentiates and integrates social work services on a collaborative relationship with other staff/treatment team members.
6. determines available resources for meeting social and emotional needs.
7. gives consultation on programs offered and provides social work consultation on the related social needs of the individuals.
8. participates in plans for cooperation with local health, welfare, and community agencies for more effective services to the total patient group.
9. collaborates in studies and surveys related to patients' needs.
10. participates in orientation courses, staff development programs, and student training of other personnel or other agencies.
11. records social work activities and makes reports as required.
12. coordinates medical social services within a major area i.e. nursing, speech, hearing services, etc.
13. provides consultation to, coordinates, reviews and participates in evaluation of work of the Medical Social Associate; provides direct supervision for the Medical Social Associate.
14. performs work related to the lower level in this series.
15. performs other related duties as assigned.

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

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

An Assistant Supervisor of Medical Social Services typically -

1. coordinates medical social services within a major area i.e. nursing, speech, hearing services, etc.
2. provides consultation to, coordinates, reviews and participates in evaluation of work of the Medical Social Consultant; provides direct supervision for the Medical Social Consultants.
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. provides administrative assistance to and substitutes for the Supervisor of Medical Social Services.

6. may function as a Medical Social Consultant as necessary.
7. performs work related to the lower levels in this series.
8. performs other related duties as assigned.

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

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

A Supervisor of Medical Social Services 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 work staff; 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 work related to the lower level in this series.
14. 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 Social Associate****4260**

## CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

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

OR

- B. Master's degree in social or behavioral science or related health specialty area from an accredited college or university.
2. One (1) year (12 months) of progressively more 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 public healthcare 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.
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.

**Level III: Medical Social Consultant****0876****CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER**

1. Master's degree from an accredited school or university in social or behavioral science or related health specialty.

**Based on institutional requirements and accreditation for each position:**

2. A. Current State of IL Licensure as a Licensed Social Worker or Licensed Clinical Social Worker.

OR

- B. Three years (36 months) of progressively more responsible full-time experience in social work in a medical/clinical or other social service agency setting.

**KNOWLEDGE, SKILLS AND ABILITIES (KSAs)**

1. Thorough knowledge of social work methods and principles.
2. General understanding of public healthcare 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.

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

## CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. Master's degree from an accredited school or university in social or behavioral science or related health specialty.

**Based on institutional requirements and accreditation for each position:**

2. A. Current State of IL Licensure as a Licensed Social Worker or Licensed Clinical Social Worker.

OR

- B. Four (4) years (48 months) of progressively more responsible full-time experience in social work in a medical/clinical or other social service agency setting including two years (24 months) of experience comparable to that performed at the Medical Social Consultant level of this series or in a position of comparable responsibility.

## 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 Services****3729**

## CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. Master's degree from an accredited school or university in social or behavioral science or related health specialty.

**Based on institutional requirements and accreditation for each position:**

2. A. Current State of IL Licensure as a Licensed Social Worker or Licensed Clinical Social Worker.

OR

- B. Six (6) years (72 months) of progressively more responsible full-time experience in social work in a medical/clinical or other social service agency setting, two (2) years (24 months) must have been in a clinical setting maintaining acceptable social work standards in a supervisory or consultative capacity if required by the institution.

## 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.