



## JOB DESCRIPTION

This document does not create an employment contract, implied or otherwise, other than an “at-will” employment relationship with Van Buren County Hospital.

An Affiliate of **MERCYONE**

POSITION: <b>Social Worker</b>	STATUS: Non-Exempt
DEPARTMENT: Complex Care	DATE EFFECTIVE: 04/01/2024
DIRECTLY REPORTS TO: Complex Care Program Manager INDIRECTLY REPORTS TO:	REVISED:
SUPERVISES: N/A	SECURITY LEVEL: Medium

### PRIMARY FUNCTION & POSITIONAL PURPOSE

The Complex Care Social Worker ensures the mission of the Southeast Iowa Complex Care Network is carried out through providing support services that improve the quality of life and subjective well-being of patients and families at vulnerable or difficult times. This individual will be able to work collaboratively with multiple team members to seek out, organize, and coordinate services for patients and families within the Complex Care Network. This individual will be responsible for the maintenance of resources available to patients and families within the network. This individual will need strong communication skills to communicate not just with patient and families but with members of the Southeast Iowa Complex Care Network. This individual must be willing to work in a fast paced, high volume environment. The individual who holds this position will exemplify the VBCH’s mission, vision, values and culture, as well as, act in accordance with the policies, procedures, guidelines and Code of Conduct of VBCH. Successful candidates will also meet all other state and federal regulatory practice and accreditation standards

### POSITIONAL ESSENTIAL FUNCTIONS

*Essential functions are those tasks, duties, and responsibilities that comprise the means of accomplishing the job’s purpose and objectives. Essential functions are critical or fundamental to the performance of the job. They are the major functions for which the person in the job is held accountable.*

1. Acts as a liaison with making referrals to other agencies and complete necessary documentation.
2. Assisting with patient discharging from a hospital, clinic, or nursing home setting, to return home.
3. Helping patients understand financial and emotional resources available to them.
4. Educating patients and families on the roles of healthcare team members, levels of health care, rights and resources.
5. Managing cases and coordinating care across facilities and levels of healthcare.
6. Facilitates an interdisciplinary approach to care planning to allow the patient to enhance care and independence.
7. Maintain accurate records and prepares forms for legal action.
8. Records findings in the electronic medical record.
9. Willingness to travel within the service region to perform social worker duties
10. Responsible for finding and organizing resources across the service region for complex care patients.
11. Arranging transportation as needed for complex care patients.
12. Transporting patients in complex care program on an as needed basis in hospital supplied transport vehicle.
13. Willingness to go to the homes of patients in the complex care program on an as needed basis.
14. Act upon social service referrals sent to the complex care program at the service region level.

## ALL EMPLOYEE ESSENTIAL FUNCTIONS

*All Employee Essential Functions are those tasks, duties, and responsibilities that are necessary for every VBCH position to accomplish the organization's purpose and objectives. Essential functions are critical or fundamental to the performance of the job. They are the expectations for which every person is held accountable.*

1. Attendance at work on a regular and reliable basis.
2. Maintains patient, hospital and, employee confidentiality in all aspects of the job.
3. Meets with supervisor concerning policies and procedures, work assignments, financials and other functional problems. Keeps supervisor informed of department activities and needs.
4. Complies with all established policies and procedures of the hospital and of the department, to include the Code of Conduct and the Code of Ethics and Compliance.
5. Must be able to safely work in an environment where latex is prevalent.
6. Complete annual education requirements. Stays up-to-date with industry matters.
7. Attend meetings as appropriate.
8. Meets standards of hospital infection control.
9. Maintains all applicable regulatory requirements, including licensure requirements when applicable.
10. Commits to being diligent about safety policies and practices within the organization and assigned department.
11. Accepts additional duties as assigned when they are deemed appropriate by the employee's supervisor

## ONE CULTURE BEHAVIORS – ALL EMPLOYEES

*All employees of VBCH are expected to display the cultural values and competencies of VBCH. This is an essential function of each employee's job and all positions will be held accountable for demonstrating these behaviors.*

### 1. Be One - I benefit from and strengthen VBCH.

- **Think TEAM, not self.**
  - Have a shared sense of purpose and clear goals and understand that we all make a difference
  - Appreciate diversity, recognize each individual has value and we can accomplish more together.
- **Ask for help. Give help.**
  - Make time for everyone. No one is an interruption. Each person is my reason for being at VBCH.
  - Be honest and open in all relationships, interactions, and in providing care.
- **Communicate like your life depends upon it.**
  - Take time to explain and communicate what to expect.
  - Respectfully and effectively communicate within your department and within the organization.

### 2. Personalize Care – Your experience. My responsibility.

- **Bring energy and passion every day.**
  - Ensure consistent care by committing 100% to each individual patient, family and staff member.
  - Deliver the best outcome and excellent service through the dedicated effort of every team member.
- **Serve the patient or support someone who does.**
  - Look beyond assigned tasks and job duties and focus on your purpose.
  - Embrace supporting one another as a way of achieving greatness.
- **Invest the time to listen, care and connect.**
  - Treat others as you would like to be treated – with dignity, respect, care and sensitivity to privacy.

- Reassure the patient and their family that you know the importance of your job in relation to the care.

### 3. Own It – I own my actions to deliver Key Results.

- **Step up or step aside.**
  - Lead by example; be honest and trustworthy, while always maintaining confidentiality.
  - If unable to meet a request, find someone who can.
- **Take responsibility for your attitude and impact.**
  - Accept personal responsibility to always do the right thing even when no one is looking.
  - Take the time to do things right the first time.
- **Make excellence happen.**
  - Follow through when you tell someone you will do something for them. Make contact with them throughout the process as well as after the task is completed.
  - Realize what we do is a reflection of ourselves and our organizations.

### 4. Improve Daily - I make improvements every day for those we serve including each other.

- **Have a “get better” mindset.**
  - Strive to be the best at what we do. Seek ways to continually improve patient and employee satisfaction.
  - Seek out opportunities to improve skills for personal and professional growth; supporting common goals of the organization.
- **Be coachable.**
  - Sincerely acknowledge and take corrective action when expectations are not met.
  - Commit to professional and personal development.
- **Seek solutions. No blaming, complaining or defending.**
  - Problem solve with input from each individual. Maintain a positive attitude and focus on solutions by working through challenges and conflict together.
  - Focus on process when seeking solutions, not on people.

### 5. Innovate - I imagine and embrace bold new ideas to revolutionize health.

- **Challenge the status quo. Create new possibilities.**
  - Look for opportunities to improve the patient, family and staff experience through innovative thinking and process improvement.
  - Be an active participant in organization activities and community events.
- **Be proactive and embrace change.**
  - Be receptive to different ideas and responses from fellow coworkers.
  - Be open and willing to change to improve outcomes.
- **Be curious – don’t be afraid to fail.**
  - Be willing to go the extra mile and do what is necessary, even if that means to do things differently, to not only meet but exceed expectations.
  - If you or the team fails, grow from the experience and try again.

## EDUCATION, CERTIFICATION, & EXPERIENCE REQUIREMENTS

1. Bachelor’s degree from an accredited college program. License preferred but not required.
2. Basic Life Support- or willing to obtain.
3. Mandatory Reporting- or willing to obtain.
4. Valid Driver’s License Required

## WORKING ENVIRONMENT

Note: Reasonable accommodations may be made for individuals with disabilities to perform the essential functions of this position.

Conditions	Never 0%	Occasionally 1 - 33%	Frequent 45 – 66%	Continuous 67 – 100%
Indoors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Computer Operations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Outdoor exposure to extreme cold or extreme heat	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exposure to wet and/or humid conditions	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Excessive Noise including patient call lights, buzzers and alarms	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dusty	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vibration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exposure to Latex	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other – please explain	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electricity and/or Electric Shock	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Toxic or caustic chemicals and fumes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
High, exposed places	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Moving mechanical parts	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Machinery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Power or impact tools	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other – please explain	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Lift/Carry				
1 – 10 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
11 – 20 lbs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21 – 50 lbs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
51 – 75 lbs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
75+ lbs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Push/Pull				
1 – 10 lbs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11 – 20 lbs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21 – 50 lbs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
51 – 75 lbs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
75+ lbs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Movement				
Sitting for long periods of time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bend/Stoop/Twist	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crouch/Squat	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneel/Crawl	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reach Above the shoulders	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reach Below the shoulders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Repetitive Motion (arms, wrists, hands)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Grasping	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Climb Stairs/Ladder	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Uneven Walking Surface	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Even Walking Surface	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Balancing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Finger usage (feeling for pulse, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Communication (talking and hearing)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Visual Acuity for reading and computer usage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Visual Acuity for drawing measurements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## EMPLOYEE HEALTH REQUIREMENTS

Must follow all employee health requirements including, but not limited to, the following:

- Employee Health screenings every 4 years after hire as required by State Law
- Yearly flu shots. If flu shots are denied, you will be required to wear a mask at ALL times while on duty during respiratory illness season.
- COVID vaccination – If COVID vaccination is denied you will be required to wear a mask at ALL times while on duty during respiratory illness season.
- 

## SIGNATURES

**I have read this job description and understand the physical requirements and essential job functions. I am able to perform these essential job functions with/without reasonable accommodations. Required accommodations are explained below:**

---

---

---

Employee Signature

---

Date

---

Department Head Signature

---

Date

## DISCLAIMERS

Van Buren County Hospital has reviewed this job description to ensure that essential functions and basic duties have been included. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. A review of this job description has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions. Employees will be required to follow any other job-related instructions and to perform any other job related duties requested by his/her manager. Requirements are representative of the minimum levels of knowledge, skills, and/or abilities. To perform this job successfully, the employee will possess the abilities or aptitudes to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Non-Discrimination Policy: It is the policy of Van Buren County Hospital not to discriminate in its services, programs, or employment on the basis of race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity. Van Buren County Hospital reasonably accommodates those persons with disabilities to allow for the performance of essential job functions or who may require alternative means for access. Any concerns or requests for accommodations should be directed to Annie Glick, [annie.glick@vbch.org](mailto:annie.glick@vbch.org) or 319-293-8754.