



## **Social Worker**

### Job Posting

The Social Worker (SW) assists the Care Manager and the Member Services Representative in planning and coordinating various services lines in an effort to have the Member age in place in the least restrictive environment with an emphasis on the community.

The SW must remain knowledgeable of the various service lines available and utilized by Medicaid consumers eligible for a Managed Long Term Care plan (MLTC), i.e. In-Home Services for the Elderly Program, Housing Options, Government Benefits, shopping assistance, exercise classes, meals on wheels, etc.

### **Key Responsibilities**

1. Completes assessment/intake including PHQ9 on members as needed.
2. Maintains member records through the various electronic health record platforms.
3. Provides courteous customer service to Kalos Health members and their representatives.
4. May articulate general plan information to members and their representatives
5. Works to resolve and then documents member complaints or refers to the appropriate staff.
6. Assists to complete Medicaid recertifications with members as indicated.
7. Assists members to gain access to health care needs and other services as needed.
8. Performs special projects as assigned.
9. Assists in onboarding new staff within their team and serves to provide insight into the essential functions of the role with other disciplines.
10. Oversees and encourages the members to develop and complete advanced care planning.
11. Monitors transitions of care and discharges across service levels as indicated.

### **Qualifications/Requirements**

- Masters Degree in Social Work required
- At least one (1) year of experience in a health care setting
- Community based program caring for older adults preferred
- Licensed Masters Social Work (LMSW) or Licensed Clinical Social Work (LCSW) required.
- Strong assessment skills required.
- Experience in case/care management setting preferred.
- Experience with adults with chronic health disorders preferred.
- Experience with working with the frail elderly preferred.
- Managed Long Term Care experience preferred.
- Experience and knowledge with electronic health record software preferred.

If you love being part of a friendly team and helping others, we invite you to apply. Please visit us at [www.kaloshealth.org/careers](http://www.kaloshealth.org/careers). EOE