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Policy Title: STAFFING AND JOB DESCRIPTION		Section / Department MEDICAL SOCIAL WORK SECTION/ MALASAKIT CENTER
Prepared By: Karl Marx R. Dimayuga, RSW, CMSW Chief, Medical Social Worker	Reviewed By: Kerry Anne M. Requero, RPh Head – Human Resource Catherine Michelle G. Bonifacio, RN, MD Executive Assistant	Noted by: Redentor P. Alquiros, MD, MHM Head, Medical & Ancillary Services Darius J. Sebastian, MD, MPH, PHSAE Hospital Administrator Approved by: Jefferson R. Pagsisihan, MD, MHM Hospital Director

CLASSIFICATION: COMPREHENSIVE

OBJECTIVES:

In order to provide quality Medical Social Work services in a hospital, there must be an adequate staffing of licensed, trained, experienced and competent Medical Social workers and qualified administrative support staffs.

COVERAGE:



SOCIAL WELFARE OFFICER IV

(MEDICAL SOCIAL WORKER IV)

SG-22

JOB SUMMARY:

Under general supervision, is responsible for over-all management, implementation, and evaluation of administrative, clinical, technical, and day-to-day operation of the office of the Medical Social Work Department. Participates in development of policies, guidelines, standard, and protocols in the hospital; provides technical assistance; supervision of staff; and conducts monitoring and evaluation.



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QUALIFICATION STANDARDS:

- RA 1080
- RA 4373

KEY RESULTS AREA



- Plans programs, policies, guidelines, standards and protocols development
- Technical assistance (advisory/consulting services)
- Staffing plan
- Linkages and networking
- Performance management
- Data and report collection
- Monitoring and evaluation
- Supervision
- Communication Development

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- General Office operations
- Report preparations
- Coordination/ collaboration
- Resource mobilization

FUNCTION

1. Act as Chief Medical Social Worker
2. Provides over-all supervision to MSWD staff and personnel
3. As Head of Social Case Management System, shall conduct case conferences, case consultation to enhance skills of Medical Social Workers in Case Managements, and;
4. Directs implementation of Clinical practice activities-
 - a. Psychosocial evaluation and assessment,
 - b. Psychosocial functioning and adaptation to illness;
 - c. Discharge planning and facilitating services

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5. Plans, organizes, directs and administers the programs, projects, services, policies and procedures of the MSWD based on hospital mission/vision.
 - a. Operational planning
 - b. Strategic planning
6. Establishes, monitors, and evaluates standards of MSWD
7. Submits monthly, quarterly and annual statistical report of MSWD activities to the hospital management.
8. Performs other related functions as may be assigned.

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SOCIAL WELFARE OFFICER III

(MEDICAL SOCIAL WORKER III)



SG-18

JOB SUMMARY:

Under general supervision, supervises case management activities of all Social Workers in the clinical areas; Conducts orientation, lectures/ training to MSWD staff, Social Work students' allied disciplines, visitors, observers, volunteers and new employees. Supervises MWD activities in various wards as well as monitors dissemination of related information to ensure efficient and effective social service delivery.



QUALIFICATION STANDARDS:

- RA 1080
- RA 4373

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KEY RESULTS AREA

- Monitoring and evaluation
- Records management
- Staff supervision
- Education and orientation
- Research
- Social case management
- Collaboration/coordination
- Networking
- Case presentation and conference

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FUNCTION

1. Assists the Chief MSW in planning and administering, the programs, projects, services, policies and procedures of the MSWD in relation to the total hospital organization.
2. Supervises Medical Social Worker I, II and Social Welfare Assistant
3. Performs other related functions as may be assigned.

SOCIAL WELFARE OFFICER II

(MEDICAL SOCIAL WORKER II)

SG-15

JOB SUMMARY:

Supervises Social Welfare Officer I (Medical Social Worker I) and conducts case management to special and complicated cases as assigned



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Section / Department

MEDICAL SOCIAL WORK SECTION/
MALASAKIT CENTER

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Hospital Director

QUALIFICATION STANDARDS:

- RA 1080
- RA 4373

KEY RESULTS AREA



- Supervision
- Social case management of complicated cases
- Psycho-social assessment
- Consultation and coordination
- Resource mobilization
- Patient/Client satisfaction
- Mentoring
- Reporting
- Documentation

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- CQI

FUNCTION

1. Supervises MSWD staff conducting interviews and psychosocial interventions with patients and their families
2. Performs Social Case management to patients referred with emotional or environmental problems affecting their medical situation particularly to special areas of operation like Emergency Department, Outpatient department, ICU.
3. Consults, coordinates and collaborates with other disciplines to provide holistic care to patients and their families.
4. Mobilizes resources to meet the medical needs of patient's
5. Prepares and submits documents and monthly reports
6. Coordinates with other GO's/NGO's to generate resources for patient's needs

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7. Prepares/maintains case records for documentation purposes and recommends problematic cases for team or staff development conferences.
8. Performs continuous quality improvement.
9. Performs other related functions as may be assigned.

SOCIAL WELFARE OFFICER I

(MEDICAL SOCIAL WORKER I)



SG-11

JOB SUMMARY:

Under general supervision, evaluates, classifies and conducts social case management to assist patients in their social, emotional, and environmental problems

QUALIFICATION STANDARDS:



- RA 1080

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- RA 4373



KEY RESULTS AREA

- Pre-admission planning
- Patient Assessment (Psycho-social and eligibility)
- Consultation and Coordination
- Provision of concrete services
- Social Mobilization
- Documentation and reporting
- Information dissemination
- Customer/ patient's satisfaction
- Behaviour modification

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FUNCTION

1. Conducts pre-admission planning
2. Conducts psycho-social assessment
 - a. Level of psycho-social functioning
 - b. Financial eligibility according to AO 51-A s. 2001
3. Mobilizes resources to meet medical needs of patients and their families.
4. Prepares required recordings and reports.
5. Coordinates and collaborates with concerned multi-disciplinary team members to provide holistic care to patients and their families.
6. Provides appropriate concrete services
7. Provides MSW intervention to disadvantaged and abandoned patients.
8. Provides information / education to patients and their families.
9. Performs other related functions that may be assigned from time to time.

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SOCIAL WELFARE ASSISTANT

SG-8

JOB SUMMARY:

Under general supervision provides a variety of clerical; task/services; receives and processes communications/ documents following guidelines and maintains accurate and efficient records and files for safe keeping.

QUALIFICATION STANDARDS:

- Career Service (Sub-Professional)
- First Level Eligibility

KEY RESULTS AREA

- Clerical Services



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Section / Department

MEDICAL SOCIAL WORK SECTION/
MALASAKIT CENTER

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Hospital Director

- Record keeping
- Customer Satisfaction
- Office System and procedure Document Processing
- Interdepartmental relation

FUNCTION

1. Receives, records process, and releases incoming and outgoing communications and other documents
2. Files and maintains official communication and other documents for safekeeping and ready reference.
3. Files and maintains Case Records for safekeeping and ready reference.
4. Maintains MSWD Patient's Registry
5. Encodes and processes MSWD Data
6. Routes circulars and memoranda upon instructions.

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7. Act as receptionist by providing information to clients/callers and relay/direct messages to person/concerned staff for details

8. Transmits and Receives official messages/ telephone calls.

Performs other related functions as may be assigned.