

## Social Worker - Job Fair this Week! in Dallas, Texas

Req ID: 38955BR

ATTEND OUR UPCOMING CLINICAL JOB FAIR:

The Westin Dallas Downtown 1201 Main Street Dallas, TX 75202 Thursday, April 27: 2:00 p.m. to 8:00 p.m. Friday, April 28: 9:00 a.m. to 5:00 p.m. Saturday, April 29: 9:00 a.m. to 2:00 p.m.

### POSITION SUMMARY

In the Social Worker position you will focus on delivering comprehensive, patient-centered care across the health care continuum, the Social Worker will work closely with the Case Manager and physician practices to support the patient care plan on patients with complex health care needs. Utilizing advanced clinical judgment and critical thinking skills the Social Worker facilitates appropriate physical and behavioral healthcare and social services for patients through assessment and member-centered care planning, direct provider coordination/collaboration, and coordination of psychosocial wraparound services to promote effective utilization of available resources, optimal member functioning, and cost-effective outcomes.

FUNDAMENTAL COMPONENTS INCLUDES, BUT IS NOT LIMITED TO:

Assessment of Members through the use of clinical tools and review of member specific health information/data. Conducts comprehensive assessments of referred members needs/eligibility and, in collaboration with the members care team, determines an approach to resolving member issues and/or meeting needs by evaluating the members benefit plan and available internal and external programs/services and resources. Applies clinical judgment to the incorporation of strategies designed to reduce risk factors and barriers and address complex clinical indicators which impact care planning and resolution of member issues. Using advanced clinical skills, performs crisis intervention with members experiencing behavioral health or medical crisis and refers them to the appropriate clinical and service providers for thorough assessment and treatment, as clinically indicated. Provides crisis follow up to members to help ensure they are receiving the appropriate treatment/services. Using a holistic approach consults with clinical colleagues, supervisors, Medical Directors and/or other programs to overcome barriers to meeting goals and objectives. Presents cases at case rounds/conferences to obtain a multidisciplinary perspective and recommendations in order to achieve optimal outcomes.

Identifies and escalates quality of care issues through established channels.

Ability to speak to medical and behavioral health professionals to influence appropriate member care.

Utilizes influencing/motivational interviewing skills to ensure maximum member engagement and promotes lifestyle/behavior changes to achieve optimum level of health.

Provides coaching, information and support to empower the member to make ongoing independent medical and/or healthy lifestyle choices.

Helps member actively and knowledgeably participate with their provider in healthcare decision-making.

Analyzes all utilization, self-report and clinical data available to consolidate information and begin to identify comprehensive member needs.

Utilizes negotiation skills to secure appropriate options and services necessary to meet the members benefits and/or healthcare needs.

## BACKGROUND/EXPERIENCE

3-5 years clinical practice experience, e.g., hospital setting, alternative care setting such as home health or ambulatory care Behavioral Health experience required Discharge planning experience preferred Managed Care experience preferred Crisis intervention skills preferred Extensive knowledge of Medicaid guidelines and paperwork Extensive knowledge of financial hardship resources

This is a work at home position with 75% daily travel within the Dallas and surrounding areas.

## EDUCATION

Master's degree required.

## LICENSES AND CERTIFICATIONS

Mental Health/Licensed Clinical Social Worker LCSW or LPC is required

## ADDITIONAL JOB INFORMATION

Participate in practice patient care strategy meetings (huddles) as appropriate either locally or remotely. When appropriate, conduct at-home assessments and intervention sessions with highest risk patient population. Consults with Medical Director and/or other appropriate programs/resources to overcome barriers to meeting goals and objectives and presents cases to appropriate resources to obtain multidisciplinary view in order to achieve optimal outcomes.

Maintain a comprehensive working knowledge of community resources, payer requirements and network services for target population to maximize benefit to patient overall wellbeing. Attend meetings as required. Other responsibilities as required.

Aetna is about more than just doing a job. This is our opportunity to re-shape healthcare for America and across the globe. We are developing solutions to improve the quality and affordability of healthcare. What we do will benefit generations to come.

We care about each other, our customers and our communities. We are inspired to make a difference, and we are committed to integrity and excellence.

Together we will empower people to live healthier lives.

Aetna is an equal opportunity & affirmative action employer. All qualified applicants will receive consideration for employment regardless of personal characteristics or status. We take affirmative action to recruit, select and develop women, people of color, veterans and individuals with disabilities.

We are a company built on excellence. We have a culture that values growth, achievement and diversity and a workplace where your voice can be heard.

Benefit eligibility may vary by position. [Click here](#) to review the benefits associated with this position.

Job Function: Health Care