

## Social Work Program Coordinator

Crossover Healthcare Ministry is seeking a full time social worker who will oversee the social work program and provide case management services to a diverse, multicultural patient population. This position will rotate between the south side and west end clinic locations and will report to the Director of Nursing and Operations. Work hours are generally 8:30 AM to 5:00 PM Monday through Friday; however, occasional evening and weekend hours may be required.

### Key Responsibilities:

- Represent the social work program to volunteers, staff, patients, donors, and community partners.
- Provide case management services to patients in accordance with clinic policies and NASW ethical standards. This will include short term interventions and crisis stabilization as well as long term services.
- Provide perinatal depression screenings for all new OB patients; coordinate appropriate follow up services and referrals as needed.
- Collaborate with team members including medical providers, nursing staff, administrative staff, pharmacy staff, and others to improve patient care.
- Routinely engage in program evaluation in order to improve the quality of the social work program.
- Strengthen existing community partnerships, develop new community partnerships, and streamline referral processes.
- Provide eligibility training for all screening staff and volunteers on a yearly basis; provide eligibility training to new staff and volunteers as needed.
- Participate in monthly New Patient Intake meetings and communicate any policy and/or procedural changes to screening staff and volunteers. Incorporate changes into all relevant documents.
- Collaborate with Outcomes Coordinator and Grant Writer to identify and document measurable outcomes for the social work program.
- Supervise all social work program volunteers.
- Supervise the HIV treatment team medical case manager and the OB Program Coordinator.

### Education and Experience:

- Full proficiency or native/bilingual proficiency in Spanish is required. Please see the U.S. Department of State definitions for proficiency:  
[https://careers.state.gov/gateway/lang\\_prof\\_def.html](https://careers.state.gov/gateway/lang_prof_def.html)
- BSW from an accredited university is required, MSW strongly preferred.
- Background in healthcare within the nonprofit sector is preferred.
- Experience supervising social work graduate students preferred.
- Must be able to multitask and work with minimal supervision in a fast-paced setting.
- Must have exceptionally strong oral and written communication skills.
- Must be able to provide culturally competent and patient centered care.