

Social Worker Virtual ExpressCare BH

The Virtual ExpressCare BH is the behavioral health component of Virtual ExpressCare and is a 24/7 service that offers a simple and easy way for our patients to access high-quality and affordable virtual urgent mental health and substance use care services. The ability to meet patients where they are will allow NYC Health + Hospitals to deliver safe, competent care outside of the four walls of hospitals and health centers. Available through a dedicated website or through phone, ExpressCare BH will serve as a major outlet of growth for NYC Health + Hospitals.

Reporting directly to the ExpressCare BH Clinical Supervisor or designee, the ExpressCare BH Social Worker carries out protocols identified for the mental health and substance use treatment of adult designated patients reflecting accepted standards of clinical care practice commensurate with the candidate's training and certification. These protocols will include provisions for clinical management of cases, including assessment, diagnosis, treatment and appropriate record keeping as well as other services determined by the ExpressCare BH Clinical Supervisor or designee to be appropriate and outlined in delineation of job duties. This position is perfect for those proficient with using technology, which allows for telecommuting/work-from-home flexibility.

Assignment Level II Functional Job Description: Under general supervision, with moderate latitude for the exercise of independent judgment, in addition to performing the typical tasks described in Assignment Level I above, performs the following tasks:

- Must have professional etiquette and attire in a well-lit, private space without interruptions.
- Must have secure broadband Internet access with a connection sufficient to stream high-definition content.
- Willingness to work and provide direct patient care virtual services on-site and/or remotely including on nights and weekends as agreed upon with the ExpressCare BH Clinical Supervisor or designee.
- Provides timely and complete psychosocial assessments on all mental health and/or substance use cases assigned and plans appropriate interventions, including emergency crisis management, escalating to supervisor as necessary.
- Engages in mental health and/or substance use assessment, treatment, and psychoeducation and provides interventions for individuals experiencing a mental health and/or substance use issue.
- Provides information about community resources and develops appropriate aftercare plans such as coordinating appropriate referral(s) to treatment, linking to financial counseling and housing services as needed, including the provision of relevant information about professional services, community resources, and appropriate follow-up communication.
- Directs patient level of care and location as well as changes to the treatment approach as necessary.
- Provides Narcan kits and opioid overdose education.
- Participates as part of the ExpressCare BH multidisciplinary team in formulating overall plans of care.
- Documents and files findings, interventions, and plans in the patient Electronic Medical Record (EMR), and submits billing on the same date the patient was interviewed.
- Answers Video/Audio requests in a calm, courteous, professional and timely manner to create a comfortable environment for the patient virtually.

- Maintains professional Social Work standards of performance concerning interview techniques and methods and practices used in preparing clinical assessments, developing treatment plans, and in documenting case histories.
- Coordinates and conducts quality activities within the department regarding Social Work and outreach practice on complex issues.
- Mentors and assists ExpressCare BH Social Worker/Counselor staff in Social Work techniques as assigned by ExpressCare BH Clinical Supervisor or designee.
- Mentors and assists ExpressCare BH Community Health Worker (CHW) staff in patient engagement and outreach techniques as assigned by ExpressCare BH Clinical Supervisor or designee.
- Serves as a resource for ExpressCare BH staff in various aspects of advanced Social Work practice.
- May assist in the provision of clinical services only under supervision of a New York State LCSW, licensed psychologist, or psychiatrist or perform such functions independently as a LCSW.
- May be responsible for initiating the On-Demand Platform process for patients that call into the service.
- May explain in detail the TPO, HIPPA, RHIO and other consents as needed to the patient per H+H policy and obtains patient signatures.
- May conduct patient interviews to obtain identifying information, such as demographic, biographic and insurance status and enters information accurately into the EMR and On-Demand Platform, including completion of insurance verification and co-pay collection.
- May generate medical record numbers for new patients or redirects patient calls to the appropriate service for all miscellaneous patient questions and inquiries.
- May screen for uninsured or underinsured outpatients to identify insurance coverage or enrollment eligibility.
- May utilize all websites EPACES, HHS Connect, Metro-plus, Healthfirst, Navi-net, Availity, Emblem Health and NGS Connect to verify patient eligibility.
- May assist patients that do not qualify for enrollment with NYC Care and charity care programs.
- May scan patient ID, insurance card(s), referral forms (if applicable) and consent forms obtained from the patient into document imaging system.
- May coordinate efforts of various clinic and health care setting departments in scheduling, canceling, and re-booking appointments through manual and/or automated systems and enters pertinent patient information into the EMR.
- May orient and educate members of other professional disciplines by developing training curricula and presenting lectures covering workshops, seminars, etc. on Social Work and counseling concepts and functions.
- Assists to improve care delivery through the participation in performance improvement (PI) and quality improvement (QI) projects; attends and participates in staff meetings, unit based meetings, facility wide projects, in-services and trainings.
- Assumes other responsibilities and duties, including the provision of clinical coverage in other service settings as assigned by the ExpressCare BH Clinical Supervisor or designee.

Assignment Level II - Qualifications

1. A valid Licensed Master of Social Work (LMSW) license or a Licensed Clinical Social Work (LCSW) license issued by the New York State Education Department.

2. Prior tele psychiatry experience preferred.

To apply, send CV to: Samira Siddiqui, Email: siddiqu6@nychc.org