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<th>Job Title</th>
<th>Bilingual Social Worker/Case Manager (English/Spanish)</th>
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**Job Description**

Vecino Health Centers, a Federally Qualified Health Center (FQHC), is a community health center located in the heart of the city serving Houston and all surrounding communities. At Vecino Health Centers our mission is to make quality healthcare accessible and sustainable to the medically under-served.

The primary function of the Social Worker /Case Manager is to work as part of the patient care team in providing high quality, efficient and service oriented patient care while demonstrating the health center’s core mission. Working alongside physicians, mid-level providers, registered nurses and medical assistants, the Case Manager assists with the coordination of care for health center patients.

The Social Worker/Case Manager is responsible for all case management and referral services provided in the medical clinic. Employing population management techniques, the Case Manager is charged with coordinating health care and enabling service activities with local hospitals and other service providers.

The Social Worker/Case Manager is responsible for proactively working with hospitals and discharge planning departments to improve coordination of care for patients and to reduce the number of avoidable emergency room and/or hospital visits. Utilizing Vecino Health Centers’ referral process, the Social Worker/Case Manager is responsible for capturing, monitoring and processing all medical referrals requested by the providers. Additionally, the Social Worker/Case Manager is responsible for coordinating the activities necessary to successfully meet requirements established by managed care plans and FQHC clinical performance measures.

**ESSENTIAL JOB DUTIES AND RESPONSIBILITIES**

1. Use case management and population management techniques to coordinate activities with local hospitals in an effort to reduce unnecessary hospital emergency department utilization.
2. Responsible for facilitating follow-up care for patients seen at the emergency room.
3. Collaborate with Nursing Manager to establish efficient communication systems with all local hospitals to ensure appropriate follow-up care.
4. Act as the initial point of contact for new patients who have identified Vecino Health Centers as their primary care provider required services.
5. Ensure that all referrals are captured and registered in the health center’s electronic health record module.
6. Process and expedite all referrals following standardized procedures.
7. Prioritize referrals as instructed by providers to ensure timely submission.
8. Identify proper channels for each program to expedite and ensure approvals.
9. Notify Nursing Manager/referring medical provider of any problems or delays of with a referral.
10. Establish and maintain positive relationships with specialty care partner groups.
11. Responsible for all case management activities in the medical clinic.
12. Work diligently, cooperatively, and effectively with patients, medical...
providers, health center staff, and community stakeholders in all aspects of patient care and the referral process.
13. Provide positive, supportive and caring behavior in all communications to patients, community stakeholders, and staff.
14. Provide Spanish/English interpreting between provider and client when needed.
15. Maintain patient confidentiality and HIPPA practices at all times.
17. Notify patient of referral status via telephone or letter.
18. Expedite and trouble-shoot referrals when necessary and notify appropriate personnel.
19. Schedule patient appointments with specialty care providers or special procedures for patients when requested by providers.
20. Performs other duties assigned by supervisor.

Qualifications

QUALIFICATIONS, EDUCATION AND EXPERIENCE
1. Bachelor’s degree in Social Work, Psychology, Sociology or other related fields required. Master’s degree in Social Work preferred.
2. Bilingual (English/Spanish) required.
3. At least one year of social work experience in a health care setting preferred.
4. Possesses excellent written and spoken communication skills.
5. Must demonstrate excellent time management skills with the ability to be organized and able to prioritize.
6. Comfortable in a fast-paced environment with multiple cases.
7. Self-directed and able to work without supervision.
8. Valid driver’s license and own transportation.
9. Prolonged periods of sitting at a desk and working on a computer and standing, bending and moving.
10. Must be able to lift up to 15 pounds at times.
11. May be exposed to patients with infectious diseases.

Salary/Hours

$50,000.00 per year
Monday thru Friday 8:00 a.m. until 5:00 p.m. with some evenings

Employer/Agency

Vecino Health Centers

Address

424 Hahlo Street

City, State, Zip

Houston, TX 77020

Contact Person

Phil Solis

Contact Title

Human Resources Administrator

Telephone Number

713-343-5507

Fax Number

713-343-5496

Email Address

psolis@vecinohealthcenters.org

Application Method

Please send resume via email to psolis@vecinohealthcenters.org

Opening Date

Immediately

To post a job opportunity or if your response to this job posting results in successful employment, please email the GCSW Office of Alumni and Career Services at mswjobs@central.uh.edu with the hiring details of your new job opportunity. Thank you.