

## EMPLOYMENT OPPORTUNITY

**SOCIAL WORKER  
CHILDREN'S HEALTHCARE ACCESS PROGRAM (CHAP)  
Greater Flint Health Coalition – Flint, MI**



Greater Flint Health Coalition is seeking a Social Worker to join our Genesee Children's Healthcare Access Program (CHAP) team.

**Overview:**

Greater Flint Health Coalition is seeking an experienced Social Worker to provide medical/healthcare focused social work and behavioral health services for children ages 0-18 years who are Genesee County Children's Healthcare Access Program (CHAP) clients, including but not limited to assessment of biopsychosocial issues and barriers to comprehensive healthcare, education, referrals to counseling/ mental health/substance use treatment, linkage to community referrals, and follow up to ensure appropriate services are acquired. This position coordinates behavioral health needs of clients, acts as a liaison between Genesee CHAP and participating medical practices and providers, and consults with the Genesee CHAP team regarding social and behavioral health issues. This position works as a member of the interdisciplinary Genesee CHAP team collaborating with physicians, physician practices, and community organizations to provide services to individuals/families that address social determinants of health to achieve health equity for individuals/families.

Genesee CHAP is an innovative and collaborative approach to improve the health outcomes for Genesee County's children (ages 0-18 years) with Medicaid while reducing costs. Through Genesee CHAP, a multi-disciplinary, community and clinically-based team will link families with a medical home (primary care physician), health behavior and asthma education, transportation to medical home visits, interpreting services, and community resources to address social determinants of health. Genesee CHAP will not be providing direct health care or clinical services but serves as a community-based mechanism to eliminate barriers and improve coordinated use of services. Genesee CHAP is a partner in the eight county Michigan CHAP network that will develop a statewide expansion of the CHAP model.

Operated via the Greater Flint Health Coalition, the Genesee CHAP Social Worker will join our team based in Flint, Michigan, working in a fast-paced, demanding, but rewarding collaborative environment. You will have the opportunity to use your social work experience, as well as clinical and community knowledge, to improve health outcomes and healthcare access for children.

**Primary Responsibilities:**

- Effectively manage a medical/healthcare social work caseload and determine intervention strategies based on the referral type, previous interventions, and information from the provider(s) and client(s).

- Receive social work referrals and schedule initial office/home visits and/or conduct phone calls with families to complete assessment, provide education, and connect families with resources or provide referrals to outside agencies.
- Provide education to clients on appropriate use of all health care services and promote practice of “medical home-ness.”
- Complete brief patient/family assessments during office/home visits and phone consultations.
- Interview patients, families, community professionals, and providers as necessary to obtain biopsychosocial information.
- Continually conduct office/home visits and/or phone calls as needed based on client needs and referral options.
- Interpret information gathered during office/home visits/phone calls and identify patient/family needs and appropriate course of action.
- Provide de-escalation intervention to clients/providers as needed.
- Consistently act as a consultant to case managers, other team members, or outside agencies upon referral, request, or self-identification of needs.
- Identify appropriate community agencies or resources for patients, families, and establish referrals and/or empower patient/family to seek necessary help.
- Promote positive decision-making, stress management, and coping skills to patients and families.
- Serve effectively as a patient/family advocate and supportively allow family members to express ideas concerning provider care and barriers to comprehensive healthcare.
- When needed serve as an additional support member for asthma services, providing behavioral health services as described above to asthma patients as assigned.
- Document in the database all client and provider consultations, contacts, attempted contacts, and client treatment plans and interventions; provide timely and professional feedback to providers on outcomes of their referrals.
- Provide technical assistance to and serve as a resource for other team members for questions and information regarding social work and behavioral health issues.
- Maintain positive relationships with outside community agencies and stay updated on new or existing programs.
- Manage relationships with medical homes regarding client concerns, and may attend practice staff meetings as appropriate.
- Establish and promote collaborative relationships with team members, providers and other agency partners.
- Adhere to the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and all related legislation to safeguard Protected Health Information (PHI).
- Communicate with health plan staff regarding client concerns as needed.
- Represent social work/behavioral health perspective and/or concerns to Management Team.
- Other responsibilities as assigned.

### **Qualifications & Experience Required:**

- Bachelor's Social Worker degree required, Master's preferred.
- Minimum 2 years related experience.
- Minimum current license for Social Work in the State of Michigan: LBSW, LMSW preferred.
- Work experience in a health services setting preferred.
- Experience conducting in-office and/or home visits preferred.
- Possess the knowledge, skills and experience necessary to provide effective case management and short-term solution-focused engagement, including basic motivational interviewing techniques.
- Valid Michigan driver's license, automobile insurance and a reliable vehicle.
- Strong working knowledge of families within the community systems, and/or the Michigan Medicaid system.
- Knowledge/experience of early childhood, the healthcare system, and home visiting programs strongly desired.
- Excellent communication and interpersonal skills needed to provide effective collaboration with patients, family, health care team and any other external entity necessary across the continuum of care.
- Knowledge of local community resources.
- Must be able to work as a part of a team and in a collaborative setting.
- Ability to accept and act upon constructive feedback and verbal or written direction of work.
- Ability to exercise discretion and independent judgment with respect to matters of significance, and perform work related to client complaints, disputes, and grievance resolution.
- Computer skills include a working knowledge of Outlook, Word, Excel, and database systems.
- Demonstrates self-directed, self-motivated, responsible behavior.
- Able to think independently and make sound judgments.
- Maintains high level of confidentiality and is non-judgmental.
- Demonstrates a high level of cultural competency in the daily performance of duties.
- Informs supervisor of challenges; seeks guidance as needed.
- Supports and cultivates self and fellow team member's growth and development
- Assumes responsibility of continuing education and improvement to enhance skills.
- Ability to prioritize and manage multiple priorities and projects while meeting deadlines and expectations.
- Ability to discuss and understand the issues that surround health equity and health care systems.
- Follows all federal, state, and local laws/regulations and Greater Flint Health Coalition policies and procedures.
- Considerate, attentive, and punctual.
- Motivated.

**Reports to:** Senior Project Director

**Job Status:** Full Time, Salary

**Compensation:**

Greater Flint Health Coalition's collaborative work environment emphasizes teamwork, personal commitment, integrity, and success. In addition to the meaningful and groundbreaking work to improve health on a community-wide level, GFHC offers a competitive salary commensurate with experience. Benefits include paid time off, holidays, medical, vision, and dental benefits plus life & disability insurance paid 100% by employer for employee, 403b (5% employer contribution), and more.

**About Greater Flint Health Coalition:**

Greater Flint Health Coalition serves as the neutral convener and backbone organization for public health and healthcare collaboration between Flint & Genesee County hospitals, physicians, insurers, businesses, government, public health, schools and colleges, nonprofits, and citizens. We work to improve the health status of area residents, and improve the quality and cost effectiveness of the healthcare system in our community. For more information on the GFHC and our work, please visit our website <http://www.gfhc.org>.

**To apply, please submit the following Application Materials:**

Qualified applicants please submit (a) cover letter (addressing how candidate meets qualifications), (b) resume, (c) salary history, and (d) employment references via email to [jobs@flint.org](mailto:jobs@flint.org), c/o Greater Flint Health Coalition, Attn: Human Resources, 519 S. Saginaw Street, Suite 306, Flint, Michigan 48502. In the subject line of your email, please write "Genesee CHAP Social Worker".

This position is open until filled.

Full posting also listed at <http://www.gfhc.org>.

**NO PHONE CALLS PLEASE.**