



## Volunteer Role Description: **Social Worker**

### **GENERAL ROLE DESCRIPTION**

The Neighborhood Clinic offers free, holistic urgent care to uninsured and underinsured patients. The Social Worker is an on-site volunteer role with direct patient contact, resource navigation/referral coordination work, and light administrative responsibilities. Under the supervision of the Social Work Program Coordinator, the Social Worker helps respond to patients' immediate requests during clinic, helps patients navigate community resources, and connects patients to appropriate outside referrals.

### **CHARACTERISTIC DUTIES AND RESPONSIBILITIES**

- Meet with patients during clinic visits to assist with social needs or care coordination/referrals
- Collaborate with Social Work Program Coordinator to identify and provide appropriate community referrals as needed (including researching and updating local resources on an ongoing basis)
- Guide patients through referral and application processes for specialized care (e.g., screening for eligibility, reviewing and completing financial aid paperwork, scheduling follow-up appointments, etc.)
- Assist patients with potential obstacles to continued care (such as financial, transportation, or language barriers)
- Utilize a strengths-based approach in patient interactions and provider consultations
- Document patient visits/interactions in electronic health record system according to clinic guidelines
- Assist the Social Work Program Coordinator to maintain and update community resource directories, flyers/patient-facing materials, and information on upcoming free medical events
- Uphold best practices for patient privacy standards (HIPAA)

### **SUPERVISION**

The Social Worker is supervised by the Social Work Program Coordinator/LICSW or designee.

### **TIME COMMITMENT**

- Social Workers are requested to volunteer 1-2 clinic nights per month (approximately 4 hours per clinic night)
- Volunteer shifts are Mondays and Thursdays from 5pm-9pm
- Additional daytime availability is appreciated, but not required

### **REQUIREMENTS**

- Attend orientation prior to first shift
- Shadow Social Work Program Coordinator for at least one shift prior to carrying out responsibilities independently
- Effective verbal and written communication skills
- Computer skills: ability to do internet research, print items, utilize documents, spreadsheets, and email
- Communication skills: work with patients with respect and compassion, understanding that many are sick, distressed, and/or fearful

### **PREFERRED QUALIFICATIONS**

- At least 2 years experience as a clinical or medical social worker, community health worker, case manager, or other social work role in a healthcare setting
- Knowledgeable about local Pierce County resources
- Medical or dental office experience
- Comfortable in a fast-paced, urgent care setting
- Passionate about working with underserved communities
- Experience communicating with Limited English Proficiency (LEP) patients and interpreters
- Bilingual - any language!

*This role description provides a representative summary of duties and responsibilities expected of volunteers in this position. Volunteers may be asked to assist with other duties related to clinic operations in accordance with their scope of practice and skills.*