



**HSA**  
Committed to *Caring* for You



The Health Services Authority is responsible for the provision and administration of primary and secondary levels of healthcare services and public health functions for residents of the three Cayman Islands through a 127-bed hospital on Grand Cayman, a 18-bed hospital in Cayman Brac, satellite outpatient clinic in Little Cayman and four District Health Centers on Grand Cayman offering the most comprehensive range of inpatient and outpatient services in a single health system in the Cayman Islands.

**We invite applications for the following position:**

**MEDICAL SOCIAL WORKER**

**Salary range: CI\$71,640 – CI\$96,336 per annum**

**The Medical Social Worker, as a part of the multidisciplinary care team, provides counselling support and referral services for inpatients and outpatients. This includes assessment, problem definition and problem solving, and liaison with various Government Departments and Community Agencies to facilitate this process. The Medical Social Worker also helps to enhance the interaction between patients and healthcare providers and facilitates case conferences and bio-ethical consultations, coordinates appropriate resources, and formulates discharge plans relevant to medical treatment.**

**Primary Responsibilities:** The successful candidate performs psychosocial assessments; assessing strength and resilience of the patient, family, and social support systems to help the individual function within the community. He/she is responsible for coordinating and facilitating patient education and mediation – educating the patient and family on the physical and psychosocial needs of its members and ways they can access internal and external resources, as well as mediating familial conflicts.

**Qualifications and Experience:** The successful candidate must possess a Bachelor's Degree in Social Work from an accredited institution, with three-five years of broad-based social work experience working with multi-ethnic and adolescent populations. He/she should be knowledgeable of community agencies, programs and resources that provide individuals medical/mental health care, protection, and financial support. The candidate must possess excellent writing and verbal communication skills, social work assessment, and counselling skills. The ability to work with diverse patient and staff populations is required. Administrative experience would be an asset.

**A remuneration and benefit package, commensurate with experience and qualifications will be offered to the successful candidates for this post.**

**NOTE: Incomplete applications will not be considered. All applicants must complete and submit an HSA Application Form, via e-mail to [hsa.jobs@hsa.ky](mailto:hsa.jobs@hsa.ky) using pdf format. Log on to our website at [www.hsa.ky](http://www.hsa.ky) to access Application Form and Job Description.**

**Application Deadline: March 24, 2024**

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## Job Description

<b>Job title</b>	<i>Medical Social Worker</i>	<b>Job Holder</b>	
<b>Reports to</b>	<i>Patient Experience Manager</i>	<b>Section</b>	<i>Patient Experience Unit</i>

### Background Information

The Medical Social Worker provides counselling support and referral services for inpatients and outpatients. The job covers assessment, problem definition and problem solving, and liaison with various Government Departments and Community Agencies to facilitate this process.

The post holder works independently 70% of time, 30% as liaison with physicians, nursing, finance and external departments.

The duties described in this job description must be carried out in a manner that reflects the core values of the Health Services Authority: respect, responsibility, integrity, caring and excellence, ensure that all patients, employees and service are treated with dignity.

### Job purpose

The Medical Social Worker as a part of the multidisciplinary care team provides professional support to patients and families facing challenging medical issues. The Medical Social Worker is responsible for the assessment of the patient's psycho-social wellbeing and the provision of emotional support and mediation as necessary. The Medical Social Worker helps to enhance the interaction between patients and healthcare providers and also facilitates case conferences and bio-ethical consultations, coordinates appropriate resources and formulates discharge plans relevant to medical treatment.

### Dimensions

- Post holder does not supervise any other staff.
- Post holder provides recommendations for the budget to the Director of Corporate Services.
- Post holder provides several social work services to both inpatients and out patients and develops and maintains working relationships with community agencies.

### Duties and responsibilities

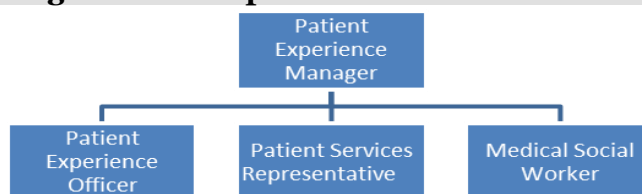
- Performs psychosocial assessments - assessing strength and resilience of the patient, family, and social support systems to help the individual function within the community.

- Coordinates and facilitates patient education and mediation - educating the patient and family on the physical and psychosocial needs of its members and ways they can access internal and external resources, as well as mediating familial conflicts.
- Plans and coordinates patient/family physician conferences.
- Counsels patients, individual family members, couples and families - in situations in which patients suffer from poor mental health states (e.g. depression, anxiety), and coping and adjustment difficulties (e.g. due to loss of limb through amputation, loss of hearing, or caring for family members suffering from dementia)
- Assists with financial assessment - identifying and referring cases for financial assistance.
- Develops and implements post discharge care plans in collaboration with medical, nursing and other allied health staff, patients and their families.
- Provides information and facilitates referrals which will link patients and caregivers to community resources.
- Assesses patients for the risk of self-harm (e.g. suicide) and to others (e.g. family violence, elder abuse, child abuse).
- Maintains accurate records and prepares any required reports for all patients to whom social work services are provided.
- Logs and documents all referrals, performs administrative tasks related to the job; updating community resource lists, statistics, reports, and other routines as required

### **Qualifications, Experience & Skills Requirement**

- A Bachelor's degree in Social Work from an accredited institution, with three - five years of broad based social work experience working with multi-ethnic and geriatric hospital populations. Administrative experience would be an asset.
- Have excellent communication skills and exhibit a positive attitude at all times
- Social work assessment and counselling skills
- Knowledge of community agencies, programs and resources that provide medical care and financial support to individuals
- Ability to work with diverse patient and staff populations
- Ability to work independently and amicably in group situations
- Must demonstrate basic computer skills

### **Reporting Relationship**



### **Direct reports**

The post holder does not supervise any other staff.

### **Other Working Relationships**

External - Liaises with DCFS, Needs Assessment Unit, Women's Resource Centre, Cancer Society, Caribbean Haven Counselling Centre, Pines Retirement Home and various other community organizations.

Internal – Works closely with medical and nursing staff and Patient Financial Services.

### **Decision Making Authority and Controls**

The post holder can approve course of action required for each patient seen. Policy decisions, must be referred to the Director of Corporate Services.

### **Working conditions**

The working environment is favorable, with regular office hours 8:30 a.m. – 5:00 p.m., however the post holder is required to work unsociable hours as the need arises and to carry a telephone for emergency access. The post holder will also carry the Patient Services telephone on a rotational basis.

Work is mainly generated by doctors and nurses in both the inpatient and outpatient sections, by referrals from the Patient Services Team and following inquiries from the general public and Department of Children and Family Services (DCFS).

The post holder works independently with patients/families to arrive at a suitable plan, then shares and documents said information with clinical staff or other referring source.

### **Physical requirements**

The job requires travel for home visits and assessments. Daily rounding is required as well as computer based work in an office setting. Normal visual and auditory acuity are required for the job.

### **Problem/Key Features**

Political pressures often leave the patients with a misguided view of the appropriate processing of their request.

Post holder has limited resources to assist patients, when assistance is unavailable from DCFS or other agencies.

Post holder must possess the ability to impart information empathetically to highly stressed relatives who are often faced with the possible demise/loss of the patient.

Post holder is afforded the opportunity to interact with personnel and patients of varied nationalities.

Post holder occasionally escorts patients overseas for medical treatment and should be readily available for travel.

Post holder should have access to own vehicle and it would be advantageous to understand landmark directions to various patient residences.

### **Evaluation Metrics**

- Efficient and timely discharge planning procedures
- Preparation of weekly status reports for discharged patients with social issues

<b>Approved by:</b>	<i>Signature of the person with the authority to approve the job description</i>
<b>Date approved:</b>	<i>Date upon which the job description was approved</i>
<b>Reviewed:</b>	<i>Date when the job description was last reviewed</i>
<b>Next Review</b>	<i>Date for next review. Ideally, a job description should be reviewed annually and updated as often as necessary.</i>