Social Worker, Population Health Management

Common Ground Healthcare Cooperative (CGHC) is a nonprofit, member governed health insurance cooperative with a mission to pursue better healthcare for individual consumers and small employers. CGHC is looking for a Social Worker, Population Health Management who believes in our mission, is comfortable working in an exciting, fast-paced environment and who is compatible with our team of hardworking, fun and committed staff.

Position Summary
This position will conduct and/or coordinate psychosocial support services for targeted CGHC membership, including member advocacy, education, counseling, outreach, and coordination of referrals to other local community resources to address identified needs and promote improved member health outcomes and manage cost.

Responsibilities
- Interact with facility social worker and/or discharge planning staff to assist with transitions of care to appropriate level of care, such as LTAC, SNF, or home care, as appropriate
- Work with targeted members to identify appropriate, possible alternative, funding sources (financial counseling) and/or explore lower cost alternative treatment options (e.g. appropriate settings of care)
- Provide additional support and care coordination for targeted members who would benefit from case management, including medical, mental health and/or substance abuse
- Support organizational efforts around social determinants of health and interface with local health systems and other community resources to assist members in gaining access to needed services
- Develop trusting relationships with CGHC membership to aid them in their navigation of the healthcare system
- Conduct or coordinate in-home assessments for select group of members who may benefit from targeted interventions
- Coordinate and conduct targeted member outreach and education around important healthcare related topics such as Advance Directives
- Evaluate all available sources of data, both health plan specific and publicly available data, to drive decisions and prioritize member outreach
- Ensure that all programs and services meet State, Federal, and National Committee for Quality Improvement (NCQA) standards and requirements

Knowledge and Skill Requirements
- Bachelor’s Degree in Healthcare or related field
- MSW required, CAPSW or LCSW issued by the State of Wisconsin
- 3-5 years of healthcare/medical social worker experience
- In-depth knowledge of local healthcare systems and community resource availability
- Skilled communicator with emphasis on building trusting relationships with members through advocacy and education
- Ability to work independently, handle multiple assignments and prioritize workload
Highly developed critical thinking, problem-solving, and organizational skills
Experience evaluating and modifying programmatic approaches to population health problems
Strong Microsoft Office Skills with Word, Excel, Outlook and PowerPoint
Familiarity of National Committee on Quality Assurance (NCQA) accreditation process and standards, preferred.
Experience with EPIC electronic medical record system, preferred

**Physical Demands and Work Environment**
Reasonable accommodation can be made to enable people with disabilities to perform the described essential functions. This position operates in a fast-paced business office setting. This role routinely uses standard office equipment, including computers, phones, headsets, photocopiers, and fax machines. While performing the duties of this job, the individual is regularly required to talk, hear, stand, and walk. Additionally, for conducting in-home assessments, client meetings and/or trainings there may be local or out of state travel required at times.

Join a winning team of committed professionals!

Qualified applicants should send their cover letter, resume and salary requirements to jobs@commongroundhealthcare.org.