

Job Title:	SOCIAL NEEDS MANAGER	Reports to:	OPERATIONS DIRECTOR
Job Code:		Direct Reports:	NONE
Department Name:	MEDICAL/ELIGIBILITY	Created Date:	February 7, 2023
FLSA Status:	<input type="checkbox"/> Exempt (Salaried) <input type="checkbox"/> Non-Exempt (Hourly)	Revised Date:	November 21, 2023
<u>Job Summary</u>			
<p>The Social Needs Manager (SNM) is involved in two areas of our organization and is an important part of our Administration. Patient eligibility screening for our free services is done daily by a team of staff and volunteers who report to the SNM. Social needs screening is part of our comprehensive healthcare service and the SNM uses a platform to coordinate referrals for patient with housing, food insecurity, and other social needs. The Clinics are also in the process of opening a one day/week fresh foods market for underserved populations. The SNM will help create and manage this new program.</p> <p>Health Access is our clinics' incoming and outgoing specialists referrals department. The second main area of responsibility of the SNM is to work with the Health Access team to coordinate the referrals made by our internal physicians.</p> <p>Good News Clinics is the largest free clinic in Georgia.</p>			
<u>Minimum Job Qualifications</u>			
Licensure or other certifications:	Bachelor's degree or equivalent.		
Educational Requirements:	<input type="checkbox"/> High School Diploma <input type="checkbox"/> Associates Degree <input checked="" type="checkbox"/> Bachelors Degree <input type="checkbox"/> Masters Degree <input type="checkbox"/> Other		
*Additional Education Information (explain "other"):	<p>Must possess valid driver's license and have personal transportation for use during workday.</p> <p>Excellent written and verbal communication skills are required. Spanish is a plus. Ability to write reports and business correspondence as necessary. Good research skills and attention to detail are required.</p>		
Minimum Experience:	Experience with underserved populations preferred		
<u>Good News Clinics' Core Competencies:</u>			
1.	Being Vulnerable Admits mistakes and shortcomings; Shares thoughts and feelings openly; Is transparent without hidden agendas; Seen as authentic and genuine; Open and non-defensive to feedback		
2.	Communicating Effectively Shares information fully and offers knowledge and experience; Conveys ideas in a manner that engages others; Takes unpopular positions if necessary; Engages in unfiltered dialogue; Relates to others in a respectful manner, regardless of level, personality and background		
3.	Being Accountable Demonstrates tenacity and perseverance; Takes initiative; Engages resources to overcome obstacles; Has the courage to do the right thing even when difficult; Acts with integrity in accordance with our Core Values		
4.	Displaying Empathy Shares in the joys and pains of others; Is available and offers to help others; Shows concern for the challenges of others; Has a positive and kind demeanor; Takes a non-judgmental approach with others		
5.	Holding Others Accountable Provides current actionable feedback, both corrective and reinforcing; Doesn't allow problems to fester; Takes action when necessary, even if unpleasant; Uses every opportunity to give reinforcing feedback to others; Helps others see their blind spots		
6.	Listening Practices attentive and active listening; Listens for the unsaid; Asks questions to confirm understanding; Hears people out without interrupting; Is open to viewpoints of others		
7.	Managing Disagreement Acknowledges differing viewpoints and sees it as an opportunity to learn; Doesn't run away from conflict; Strives for win/win solutions; Hammers out tough agreements; Finds common ground and solves problems for the good of all		
8.	Promoting Teamwork Values the contributions of all; Connects others' roles to organizational and team success; Encourages and supports; Cuts across boundaries to get things done; Puts own needs aside for good of the team and the organization		
9.	Striving for Continuous Improvement Experiments regularly with new ideas and approaches; Willing to fail; Learns from mistakes; Always seeks to be better tomorrow than today; Adapts to change		

Organization Expectations		
Operations: Participates in continuous improvement processes, quality, efficiencies, satisfaction, engagement and outcomes.		
Talent Development: Strives to improve own and others' skills and knowledge.		
Safety: Promotes patient, visitor and staff safety and effectively manages risk that lead to injury or harm.		
Productivity: Contributes to the department's successful achievement of productivity expectations.		
Regulatory Compliance: Contributes to the department's compliance with regulatory, mandatory education, and similar requirements.		
Key Performance Indicators (KPI)		
Identifies unit/department level goals that align with the organization's Strategic Plan.		
HIPAA (Health Information Portability and Accountability Act)		
If, in the normal course of my duties and responsibilities, I am required to access protected health information (PHI) and electronic protected health information (EPHI) for the purposes of treatment, payment and operations within Good News Clinics, I will limit such access to only the minimum necessary amount of PHI and EPHI necessary to perform the functions of my job. If access is not required in the normal course of my duties and responsibilities, I will not access PHI or EPHI.		
Job Specific and Unique Knowledge, Skills and Abilities		
1.	Excellent written/verbal skills and problem-solving skills	
2.	Strong organization skills with the ability to multi-task	
3.	Ability to work independently	
4.	Proficiency in word processing, database management and spreadsheet	
Essential Tasks and Responsibilities		
1.	Leadership of Eligibility services	
	1A	Provide eligibility procedure management and execution
	1B	Organize and schedule volunteers and staff to ensure program service quality and efficiency
	1C	Conduct patient applications as part of the eligibility team
2.	Provide Health Access Initiative (HAI) department support	
	2A	Attend scheduled staff meetings, program meetings and team efforts
	2B	Train and be able to execute all functions of Health Access as needed
	2C	Communicate information to supervisors about challenges or successes of your work within the HAI department
3.	Provide case management services to patients.	
	3A	Serve as a professional representative of GNC in support of the organization's mission and vision.
	3B	Refer patients to community resources for services such as job placement, financial assistance and education, legal aid, housing, or food security.
	3C	Assist clients with applications such as food stamps, birth certificates, identification cards, etc.
	3D	Enter and manage data efficiently and accurately.
	3E	Prepare reports as determined. Regularly report data and updates on the GNC social needs program to the board and community.
4	Fod Market Management	
	4A	Work with a tema to open a one day/week fresh foods market for underserved populations.
	4B	Effectively communicate/educate internal staff/volunteers of procedure and be available to them
	4C	Manage the market program
Physical Demands		

				Occasionally: 0-30% of time	Frequently: 31-65% of time	Constantly: 66- 100% of time
Weight Lifted:	<input checked="" type="checkbox"/> up to 20lbs	<input type="checkbox"/> up to 50lbs		<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Weight Carried:			<input type="checkbox"/> up to 100lbs		<input type="checkbox"/>	<input type="checkbox"/>
Vision	<input checked="" type="checkbox"/> up to 20lbs <input type="checkbox"/> light	<input type="checkbox"/> up to 50lbs <input type="checkbox"/> moderate	<input type="checkbox"/> up to 100lbs <input type="checkbox"/> heavy	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input checked="" type="checkbox"/>
Kneeling/Stooping/ Bending	<input checked="" type="checkbox"/> Occasionally 0-30% <input type="checkbox"/> Frequently 31-65% <input type="checkbox"/> Constantly 66-100%					
Standing/Walking	<input type="checkbox"/> Occasionally 0-30% <input checked="" type="checkbox"/> Frequently 31-65% <input type="checkbox"/> Constantly 66-100%					
Pushing/Pulling	<input checked="" type="checkbox"/> Occasionally 0-30% <input type="checkbox"/> Frequently 31-65% <input type="checkbox"/> Constantly 66-100%					
Intensity of Work	<input checked="" type="checkbox"/> Occasionally 0-30% <input type="checkbox"/> Frequently 31-65% <input type="checkbox"/> Constantly 66-100%					
Job Requires:	<input checked="" type="checkbox"/> Reading <input checked="" type="checkbox"/> Writing <input checked="" type="checkbox"/> Reasoning <input checked="" type="checkbox"/> Talking <input checked="" type="checkbox"/> Driving					
I, _____, have read the job description and fully understand the conditions set forth herein, and I will perform these duties to the best of my ability.						
Employee Signature:		<input type="text"/>		Date:		<input type="text"/>