

Functional Statement Checklist

Functional Statement Number: 518-F02703

| Supervisor Use: | |
|--|-------------------|
| Duty Station: 518 | Service: Research |
| Organizational Title: Social Work Case Manager | |

Please ensure the following elements listed below are included in the Functional Statement:

- General Description of Assigned Duties. This section describes the nature, purpose and location of the work.
- Functions or Scope of Assigned Duties. This section lists the major duties and responsibilities for the position.
- Supervisory Controls related to the position. This section covers the clinical and administrative aspects of the work.
- Qualifications Requirements. This section covers guidance cited in VA Handbook 5005, Part II, Appendix G.
- Customer Service Requirements. This section describes the supervisor's expectations in order to interact successfully with customers, subordinates, coworkers and supervisors.
- Physical Requirements. This section describes the nature of physical demands endured by the employee; indicates the frequency and level of intensity of the position.
- Age, Development, and Cultural Needs of Patients Requirement. This section covers populations served; not necessarily specific age groups.
- Computer Security Requirement. This section covers FOIA and patient privacy rules.

Supervisor: If this position has been approved by the Facility Director as a designated hybrid provide documentation to Human Resources with the official request.

John M Wells
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 Date: 2021.03.04 10:50:01
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 Supervisor Signature/ Date of Review

| HR Use Only: | |
|---|--|
| Official Title: Social Worker | Pay Plan/Series/Grade: GS-0185-09 |
| FLSA: Exempt <small>*HR: Premium pay indicator may impact FLSA</small> | BUS: 1226 |
| CLC: X01 | Functional Code: 81 |
| PDR: Tier 1 | Sensitivity: Non-Sensitive |
| Supervisory Level: 00 | Supervisory Status: <input type="checkbox"/> Supervisor <input type="checkbox"/> Manager <input checked="" type="checkbox"/> Neither |
| Position Status: Excepted | CBR: 000 |
| LEAF Case# 21-4190 | |
| FPL (if applicable): GS-09 | |
| Remarks: | |

Kate S. Resendez
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 Resendez 1534247
 Date: 2021.03.10 10:16:55 -08'00'

 Classification Signature/ Date of Review

NOTE TO REVIEW BOARD: The grade for this functional statement (FS) was selected by the position's supervisor. The board determines if the duties and grade level listed in the FS meets the appropriate grade/assignment. HR Classification does not grade Title 38 or Hybrid Title 38 positions.

**Functional Statement
Research and Development
Bedford, Massachusetts
Social Work Case Manager, GS-0185-09**

1. General Description

Research Social Worker provides continuous, high quality care through referral, placement and follow up services for homeless or at risk for homeless Veterans with addiction, mental health and criminal justice involvement and requiring case management services upon discharge from Mental Health Residential Rehabilitation and Treatment Program (MHR RTP). The Social Work Case Manager is responsible for providing both case management and run addiction and mental health groups in the context of a research project for Veterans both in MHR RTP and being discharged to the community upon MHR RTP completion. This will include coordinating and developing the Veteran's care plan (incorporating input from the Veteran and, when appropriate, family members) providing time limited case management and facilitating addiction and mental health groups at the VA. This incumbent will be expected to collaborate closely with the Veterans VA and community providers. All clinical interactions will be conducted under direct supervision of independently licensed staff.

Community Time Intervention is a community based intensive case management model delivering complex services with multiple responsibilities and accountability requirements. The social worker's responsibilities are varied and reflect the multitude of services that make up the quality provision of community based outreach, assessment, clinical case management and residential mental health treatments to veterans suffering from homelessness, at risk for homelessness and serious, chronic mental health illnesses and with an addiction and mental illness.

There are four phases to CTI, all of which last approximately three months, depending on the individual veteran's needs. The first phase is the accommodation phase. This is when the veteran and the incumbent assess resources that are needed to assist with the veteran's transition to successfully living in the community. The second phase is the try-out phase, where work is focused on identifying potential crises or problems. The third phase is the termination phase, where the veteran is residing in the community and linked with local providers. The incumbent will begin to work on termination with the veteran but will remain available to ensure that the veteran continues to successfully transition. The final phase is the usual services phase where the focus is on completing the transfer of care to community resources that will provide long-term support to the veteran while they live independently in the community. During phase 1, while the Veteran is still in MHR RTP, they will also run integrated mental health and substance abuse groups following a manualized curriculum.

Veterans participating in this case management model will receive supportive counseling, motivational interviewing, psychosocial education one-on-one and in group settings, and linkage to public assistance and community resources as needed.

2. Functions or Scope of Assigned Duties

Screening/Assessment:

The incumbent is responsible for screening and assessing potential veterans. He/she develops and documents the individual assessments of veterans in collaboration with the veteran and the Veterans treatment team. The assessment process utilizes review and documentation of recent treatment and an overall description of treatment interventions. It is the responsibility of the incumbent, in conjunction with the veteran and other members of the interdisciplinary team, to refer the veteran to appropriate services and assist with accessing such services if needed.

Case Management:

The incumbent is responsible for providing case management for a case load of up to 20 veterans. Once the veteran is housed, the incumbent performs home visits to ensure that the veterans are maintaining their homes and are residing in safe environments. At times, the incumbent may need to assist veterans with identifying and utilizing local resources, such as grocery stores, pharmacies, laundry mat, and bus lines. The incumbent is responsible for documenting all contacts with veterans in CPRS.

Medical Consultation:

Based upon the individual needs of the Veterans being served, the incumbent is responsible for assisting with medical consults to ensure that all primary care and mental health needs are being addressed. From time to time, consultation may be made if there are concerns about dramatic changes in behavior or physical appearance. The incumbent is also expected to have ongoing consultation with the veteran's providers, both VA and non-VA based, to ensure integrated care.

Psychosocial Treatment Planning and Rehabilitation:

The incumbent develops psychosocial treatment plans, with the input of the Veteran and the interdisciplinary team. He/she uses known available resources and the initial assessment of the veteran to help determine likelihood of accepting differing types of assistance, makes initial and continuing decisions regarding use of VA services. The treatment plan incorporates all identified essential elements. Treatment plans are reviewed and updated when a veteran transitions to a new phase of treatment.

The incumbent establishes a continuing relationship with the Veteran, evaluating progress towards goals and adjusting the treatment plan as appropriate. He/she meets with the Veteran to assess accomplishments and re-establish goals; monitors veteran's progress; maintains comprehensive documentation; shows competent discretion in decision to adjust treatment; and makes recommendations for care and changes to interdisciplinary treatment plan.

The incumbent makes adjustments to the psychosocial treatment plan and interventions based on changing needs and responses to interventions. He/she initiates and effects changes in methods of interventions to promote efficient practice and improve patient outcomes. The incumbent deals constructively with both positive and negative reactions, understands disparate values, and reaches veterans from varying social and ethnic groups. She communicates confidence in the veteran's ability and worth, helping the veteran address problems utilizing large various support systems as appropriate.

Incumbent provides clinical services to veterans in support of their treatment plan and goals. He/she may provide advice, guidance, emotional support and other assistance as needed by the veteran in this capacity. The incumbent assists and encourages Veterans in facing problems,

thinking them through, evaluating the situation realistically, considering alternative courses of action, and arriving at plans for using resources to resolve barriers or problems.

The incumbent employs social work methods and techniques to maintain a therapeutic relationship that will help the veteran work toward the best way of addressing their treatment plan and goals. By utilizing professional controls over the therapeutic relationship the incumbent works with the veteran to constructively express feelings and retain maximum use of their capacities for responsible self-direction.

The incumbent provides collaboration and coordination, and consultation to the veteran and the interdisciplinary team.

Community Based Outreach:

The incumbent works with multiple community partners in assisting veterans' transition to permanent housing and living in the community successfully. He/she has to maintain open communication with these partners. The incumbent needs to have knowledge of and working relationships with non-VA services that may assist the veteran with continued success in their recovery.

Conducts Psycho Educational Groups:

The incumbent provides ongoing psycho educational groups to veterans participating in the MHR RTP. These groups focus on providing education around the interrelationship between addiction and mental health problems to further independent living skills and foster support from other veterans who are participating in the program, as well.

Referral to Service Providers:

The incumbent is expected to assist veterans who are transitioning to living in the community successfully to identify various providers in the community upon completion of MHR RTP. She must be knowledgeable about services, how to access them and how to make appropriate referrals. She may also need to have resources available for the veteran to make their own referrals to providers. Service providers may be VA or non-VA based.

Advocacy:

Incumbent acts as an advocate to ensure that the best interest of the veteran is served when navigating the complexities of the VA system. When appropriate, the incumbent educates the veteran on ways that s/he can be a self-advocated, fostering independence and empowerment.

Crisis Intervention:

Incumbent is skilled at making rapid assessments and developing crisis management plans, with the veteran if possible, to facilitate the improvement of a veteran's current circumstance. He can also facilitate admission to acute, short-term and/or long-term placements.

Performs Other Duties As Assigned:

The incumbent performs other duties as assigned.

3. Supervisory Controls

The incumbent is administratively responsible to the ACOS Research and Development with professional and clinical oversight through the MHSL Manager. The MHSL Manager monitors and provides clinical supervision to the incumbent; and may be required to act as an intermediary and/or advocate when needed. She/he is expected to seek consultation when needed and keep the program management informed of significant developments.

4. Qualifications

Description meets the qualification standard for the GS 09 Social Worker as defined in VA Handbook 5005/120, Part II Appendix G39, Social Worker Qualification Standard GS-185 Veterans Health Administration.

5. Age, Developmental and Cultural Needs of Patients

The incumbent is required to possess or develop an understanding of the particular needs of veterans with mental illness. All of the veterans who are in the MHR RTP have a diagnosis of a chronic mental illness and often have a secondary diagnosis of substance abuse and criminal justice involvement in the past. Having or developing the knowledge, values and skills necessary for these factors is essential in provision of services and developing best practices for this population. Sensitivity to the special needs of all patients in respect to age, developmental requirements and culturally related factors must be consistently achieved.

The incumbent takes into consideration age-related differences of the various veteran populations served:

- a) *Young adulthood (20-40)*. Persons in general have normal physical functions and lifestyles. Person establishes relationships with significant others and is competent to relate to others.
- b) *Middle age (40-65)*. Persons may have physical problems and may have changes in lifestyles because children have left home or change in occupation goals.
- c) *Older adulthood (65-75)*. Persons may be adapting to decline in speed of movement, reaction time, and sensory abilities. Also, persons may have increasing dependence on others.
- d) *Old (85 and over)*. Increasing physical problems may develop.

5. Computer Security

Incumbent protects printed and electronic files containing sensitive data in accordance with the provisions of the Privacy Act of 1974 and other applicable laws, Federal regulations, VA statutes and policy, and VHA policy. She protects the data from unauthorized release or from loss, alteration, or unauthorized deletion. She follows applicable regulations and instructions regarding access to computerized files, release of access codes, etc.

The incumbent uses word processing software to execute several office automation functions such as storing and retrieving electronic documents and files; activating printers; inserting and deleting text, formatting letters, reports, and memoranda; and transmitting and receiving e-mail.

She uses the Veterans Health Information and Technology Architecture (VistA) to access information in the Medical Center Computer System.

6. Customer Service

Effectively communicates with and utilizes other disciplines (e.g., nursing, medicine) and community agencies to facilitate assessment and timely and successful referrals. With few exceptions, participates effectively in team meetings, treatment planning conferences, etc. The incumbent collaborates with divergent multidisciplinary team members in a manner that enhances coordination of comprehensive patient care.

8. Safety

- a. Appropriate use of equipment, supplies.
- b. Maintain safe, orderly work areas.
- c. Report any accident to self, patient, and fill out appropriate form.
- d. Follows Life Safety Management (fire protection) procedures. Reports safety hazards, accidents and injuries.
- e. Reviews hazardous materials/Material Safety Data Sheets (MSDS)/waste management.
- f. Follows Emergency Preparedness plan.
- g. Follows security policies/procedures.
- h. Complies with federal, state and local environmental and other requirements preventing pollution, minimizing waste, and conserving cultural and natural resources.

Demonstrates infection control practices for disease prevention (i.e. hand washing, universal precautions/isolation procedures, including TB requirement/precautions).

ENVIRONMENT OF CARE

Incumbent is responsible for the implementation and monitoring of OSHA goals for Life Safety Management, health and the environment procedures. Reports safety hazards, accidents and injuries. Implements, monitors and reviews hazardous materials/Material Safety Data Sheets (MSDS)/waste management, fire protection. Implements and monitors Emergency Preparedness plan. Implements and monitors security policies/procedures. Implements and monitors compliance with federal, state and local environmental and other requirements preventing pollution, minimizing waste, and conserving cultural and natural resources.

7. Physical Requirements:

See VA Directive and Handbook 5019.

John Wells, PhD.
ACOS R&D

DATE

Position Designation Record

Department DEPARTMENT OF VETERANS AFFAIRS VA
 Agency DEPT OF VETERANS AFFAIRS-VETERANS HEALTH ADMINISTRATION
 Supplemental Duty
 Position Title Social Worker
 Position Description Functional Statement
 Series and Grade/Pay Band GS-0185-09
 Position Description Number 518-F02703
 Designator's Name & Title Kate S. Resendez, HR Specialist, Classification, VISN 1 CCU

Final Position Designation and Investigation

| Sensitivity Level | Risk Level | Investigation | Form |
|-------------------|------------|---------------|-------|
| Non-Sensitive | Low Risk | Tier 1 | SF 85 |

| Label | Points |
|---|--------|
| Total Initial Position Designation Points from Step 2 | 2 |
| Adjusted Position Designation Points from Step 3 | 12 |

Summary

National Security

No national Security Duties

Suitability

| Duties | Degree of Potential for Compromise or Damage |
|--|---|
| Protection of personal, private, controlled unclassified, or proprietary information-with the potential to damage the public's trust (includes access to or processing of personal information such as that protected by the Privacy Act (PA) of 1974, exempt from disclosure under the Freedom of Information Act (FOIA), financial data, or privileged information involving the award of contracts, contractor proprietary information, etc.) | Limited impact One or more of the following: <ul style="list-style-type: none"> • Access to personal, private, proprietary, or controlled unclassified information, the unauthorized disclosure of which could cause very limited damage to individuals, business entities, or government programs or operations or any potential damage is limited to the local level • Duties are carried out under such restrictive controls that the risk of violating the public's trust is extremely limited |

| Duties | Degree of Potential for Compromise or Damage |
|--|---|
| Government service delivery, including customer service or public liaison duties | Limited impact <ul style="list-style-type: none"> Duties involve customer service responsibilities and/or public liaison that could cause limited damage to individuals, business entities, or government programs or operations |

Adjustment for Scope of Program and Correlation to Extent of Impact

| Program Scope and Impact | Impact |
|---|--|
| Adjustment for Scope of Program and Correlation to Extent of Impact | Agency Impact <ul style="list-style-type: none"> Program operations affect only one agency. Misconduct or damage would have potential for a local impact on the agency, and/or the individuals or private entities affected by the agency. |
| Level of Supervision | Ability to act independently |
| Adjustment for level of supervision or other controls | Limited or no supervision - ability to act independently in almost all areas almost all of the time <ul style="list-style-type: none"> Occasional review from a perspective of major policy issues by a superior who likely has no relevant expertise in the technical aspects of the duties performed. |

Designator's Name: Kate S. Resendez, HR Specialist, Classification, VISN 1 CCU

Designator's Signature: Kate S. Resendez 1534247
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