Title: Telehealth Social Worker

Company: Royal Care-Remote position

Regular Work Hours: M-F 9am to 5pm

Job Summary:

The objective in this position is to monitor the progress of each patient using telehealth and ensure that we are providing the best care to our patients. In addition to the patient and patient’s family, the social worker is to be in constant communication with HHAs (aide) and other members of the service team to report any incidents and fulfilling patient’s home care needs.

Job Responsibilities

- Function as the liaison between aide and patient ensuring quality, continuous care
- Handle all escalated non-clinical patient and HHA inquiries and needs
- Maintain proper documentation; logging events, progress, items related to patient care activities according to department procedures
- Keep the Director of Patient Services informed of any and all patient care issues i.e. patient or family member complaints, patient incidents, non-compliance with agency rules by a HHA, change in patient status
- Facilitate problem-solving and work with management to implement improvement processes

Qualifications

- Master’s degree in social work or human services
- Highly organized, detail-oriented person who can multitask and prioritize
- Strong communication skills
- Customer service oriented
- Demonstrated leadership and people skills
- Spanish, Mandarin or Cantonese speaking

Job Type: Full-time

Please email dpollack@royalcare.nyc for more information