

Social Worker: Patient Services Manager

The Charitable Pharmacy of Central Ohio (CPCO)

Our **vision** is for all people, regardless of age, race, national origin, ethnicity, gender, disability or sexual orientation, to have affordable and sustainable access to prescription medications and pharmacy services that optimize health in our community.

The Charitable Pharmacy of Central Ohio's primary **mission** is to provide affordable and appropriate pharmacy services* and coordinate access to health care for people who are vulnerable** in our community.

**Pharmacy Services: Medicines and necessary services to ensure optimum clinical outcomes.*

***Vulnerable: Those living at or below 200% of the Federal Poverty Level who are uninsured or underinsured for prescription medications.*

This position is a full time position with both macro and micro level activities. The clinical activities will encompass approximately 60% of the position while 40% of the position involves representing and promoting the pharmacy and its mission collaboratively within the community. The ideal candidate would be a self-starter, with desire to connect central Ohio residents to resources that improve their health, with an emphasis on access to medications used to manage chronic diseases. Connecting patients to resources which improve their financial stability (e.g. financial education and job training and placement resources) in conjunction with the City of Columbus efforts is also a focus.

Qualities: Handles Pressure, Objectivity, Confidentiality, Organization, Planning, Reporting Skills, Persistence, Proactive, Listening, Verbal Communication, Client Relationships.

Requirements

- Licensed Social Worker (required), MSW preferred
- Experience working collaboratively with social workers, pharmacists, physicians, nurses, and other members of patients' health care teams
- Public speaking skills
- Ability to stand for 8 hours
- Able to lift up to 25 pounds
- Willing to become certified pharmacy technician (training provided by CPCO through nationally accredited program, computer-based) to assist pharmacy team and gain knowledge of prescription medication

Responsibilities

1. Strengthening Community Partnerships:
 - Identify and research potential partnerships with local social service and health organizations
 - Identify and research potential partnerships with local agencies offering job placement, job education and training, and financial literacy services

- Create awareness within these agencies regarding CPCO's service.
- Gather information on what resources these agencies can provide to CPCO patients
- Create/provide mechanism for patient referrals (to & from) agencies

2. Patient Care:

- Help people of all life stages cope with and solve everyday problems
- Advocate for and develop plans to improve patient's well-being
- Foster patient's actions or adjustments by interpreting attitudes and patterns of behavior and explaining and pointing out new options
- Maintain record of case by documenting patient's situation and actions
- Monitor planned actions by periodic follow-up
- Respond to clients in crisis situations
- Maintain operations by following policies and procedures; participating in quality reviews; and reporting needed changes
- Comply with federal, state, and local legal requirements by studying existing and new legislation; enforcing adherence to requirements; and advising management on needed actions
- Disseminate knowledge to CPCO staff (pharmacists, interns, technicians) regarding community resources and role of the social worker on the team

3. Qualification & Auditing:

- Qualify patients for pharmacy services at CPCO
- Enroll patients in CPCO programs
 - Pharmaceutical Manufacturer Bulk Replenishment Programs, Dispensary of Hope, etc.
- Prepare files for audits (BRP, et al)
- Answer/return phone calls and schedule patients, as needed
- Participate in CPCO continuous quality improvement, which may include patient surveys, organizing patient focus groups, etc.
- Evaluate patient services to ensure that they are effective

4. Other duties as deemed necessary by the Executive Director and/or Board of Directors.

Information about the Charitable Pharmacy can be found at

<https://charitablepharmacy.org/home>

Interested applicants should send a Resume/CV to CharitablePharmacy@gmail.com with

Subject: Social Worker Applicant