Department overview

The Care Coordination Division at University of Iowa Hospitals & Clinics is dedicated to assisting patients throughout the health care continuum. We seek to improve patients’ and families’ abilities to obtain maximum benefit from health care resources by:

- Serving patients/families who are vulnerable and who need assistance with financial resources, utilizing community resources, or with personal/family issues
- Providing interdisciplinary leadership and promoting collaboration to continually improve discharge planning and continuity of care services
- Fostering partnerships with community health and human service providers
- Advocating for health care policy and legislation that recognizes and accommodates the need for affordable, accessible, and patient-centered health care
- Training the next generation of social work clinicians

Clinic overview

The University of Iowa Hospitals & Clinics Care Coordination Division offers exciting opportunities to develop a career in medical social work practice in a number of different clinical settings. Our staff can be found in many areas and units, including pediatrics, oncology, burn, intensive care, emergency, psychiatric, and ambulatory.

Information about the job

Clinical social workers provide a dynamic assessment of a patient’s health status, personal reactions to illness or injury, and the patient’s and family’s capacity to manage these events. Social workers gather information to develop a plan for helping the patient and family reach the maximum benefit from health care resources.

How to apply

We invite you to join our team at University of Iowa Hospitals & Clinics, a leader in social work practice and education for more than 80 years.

We are looking for dedicated social work professionals committed to providing quality care to patients and families in a medical setting. Each social worker enhances the advancement of health care through experience, dedication, and talent.

For answers to your questions concerning employment with us, please go to Jobs@UIOWA and “Search for Jobs.” You may also contact Anna Hernandez or Erin Curry.

Anna Hernandez
Administrative Services Specialist
1-319-467-5368

Erin Curry
Administrative Services Coordinator
1-319-384-8417

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Social workers provide links between the patient/family and community resources and governmental programs...

Social workers help mediate the disruption that illness and treatment bring and help the patient and family mobilize their personal and interpersonal resources.

As patients and families cope with the impact of injury or illness, they can be adversely affected by costs for medical care, pharmaceuticals, necessary living expenses, and other financial or material concerns. Needs such as lodging and meals for family members, transportation to and from the hospital, or payment for special equipment or services after discharge can produce anxiety. Only when patients and families are provided with adequate material and financial support to meet their basic needs can they benefit fully from health care services.

The expertise of social workers regarding available resources, specific eligibility requirements, and application procedures is central to the helping process. Social workers provide links between the patient/family and community resources and governmental programs to meet their needs by providing information, assisting with referrals for categorical assistance and entitlement programs, connecting families with sources of emergency financial assistance, and assisting with applications for health care and medication coverage. Pediatrics, oncology, burn, intensive care, emergency, psychiatric, and ambulatory.

Education Required
- Master's degree with a major concentration in social work

Experience Requirements
- 6 months to 1 year of clinical social work experience
- A license to practice social work in Iowa
- Excellent written and verbal communication skills

Desirable Qualifications
- Some familiarity with social work undergraduate education
- Social work experience in a health care setting with the appropriate patient population and their families.
- Experience with identifying and navigating financial resources, including insurance coverage options, changes related to the federal and state health programs, and the disability process.
- Experience working with community resources, home health care, nursing facilities, and other options available for patients in outpatient settings
- Experience in a fast-paced, high-volume work environment
- Care coordination experience or case management skills in a health care setting as part of an interdisciplinary team, including experience utilizing an electronic medical record to assist with management of non-adherence, post-care follow-up, and referrals to appropriate resources

What makes us unique:
The Department of Social Service at UI Hospitals & Clinics has been productive over the past 10 years, while remaining committed to the core values and beliefs discussed earlier. The department has been centrally involved in:

- Creating housing alternatives for patients/families
- Developing training programs and newsletters in the recognition and reporting of child and dependent adult abuse and domestic violence
- Developing institutional protocols and standards for HIV testing and counseling
- Establishing a home care company
- Creating institution-wide policy/procedures for discharge planning
- Developing recommendations for a UI Hospitals & Clinics-based rehab program
- Establishing organizational guidelines to respond to staff with substance abuse problems
- Developing a university-wide employee assistance program known as Faculty and Staff Services

The staff members within the Department of Social Service at UI Hospitals & Clinics are well positioned to meet present and future challenges because they have a solid set of core values to anchor them, a clear appreciation of why the department exists, and an extremely dedicated team.