

**Primary Care Mental Health Integration (PCMHI)  
SOCIAL WORKER (Collaborative Care Management)  
FUNCTIONAL STATEMENT  
GS-185-11 (Full Performance)**

**GENERAL DESCRIPTION:**

Primary Care Mental Health Integration (PCMHI) is a component of the interdisciplinary Patient Aligned Care Team (PACT). The PCMHI Collaborative Care Manager (PCMHI CoCM) Social Worker (SW) provides evidence-based, condition specific (e.g., depression), protocol-driven services to collaboratively assist PACT providers in treating common mental health and health behavior concerns in primary care. PCMHI CoCM services include patient education, activation, behavioral interventions, monitoring of medication adherence and response, as well as other protocol-driven services. These services are provided in the outpatient Primary Care setting within a collaborative, interdisciplinary practice setting.

**QUALIFICATIONS AND GRADE DETERMINING ELEMENTS:**

Individuals assigned as GS-11 social workers are at the full performance level. Social workers at this level are licensed or certified to independently practice social work.

1. Meet the qualification standard for the GS-11 Social Worker as defined in See VA Handbook 5005/120, Part II Appendix G39, Social Worker Qualification Standard GS-185 Veterans Health Administration. Requirements include:
  - Citizenship: Be a citizen of the United States. (Non-citizens may be appointed when it is not possible to recruit qualified citizens in accordance with VA Handbook 5005, Part II, Chapter 3, Section A, paragraph 3.g.)
  - Education: Have a master's degree in social work from a school of social work fully accredited by the Council on Social Work Education (CSWE). Graduates of schools of social work that are in candidacy status do not meet this requirement until the school of social work is fully accredited. A doctoral degree in social work may not be substituted for the master's degree in social work. Verification of the degree can be made by going to the CSWE website to verify if that social work degree meets the accreditation standards for a Master of Social Work.
  - The qualified social worker has a minimum of one year of post-MSW degree experience in the field of health care social work (VA or non-VA experience) and licensure or certification in a state at the independent practice level. A doctoral degree in social work may not be substituted for the master's degree in social work. This can be substituted for the required one year of professional social work experience in a clinical setting.
  - Licensure: Persons hired or reassigned to social worker positions in the GS-185 series in VHA must be licensed or certified by a state to independently practice social work at the master's degree level. Current state requirements may be found by going to <http://vaww.va.gov/OHRM/T38Hybrid/>.

- Physical Requirements. See VA Directive and Handbook 5019, Employee Occupational Health Services.
  - English Language Proficiency. Candidates must be proficient in spoken and written English to be appointed as authorized by 38 U.S.C. § 7403(f).
  - Appointment to the GS-11 grade level requires completion of a minimum of one year of post-MSW experience equivalent to the GS-9 grade level in the field of health care or other social work-related settings, (VA or non- VA experience) and licensure or certification in a state at the independent practice level.
2. Demonstrated Knowledge, Skills, and Abilities. In addition to the experience above, candidates must demonstrate all of the following KSAs:
- Knowledge of community resources, how to make appropriate referrals to community and other governmental agencies for services, and ability to coordinate services.
  - Skill in independently conducting psychosocial assessments and treatment interventions to a wide variety of individuals from various socio-economic, cultural, ethnic, educational and other diversified backgrounds.
  - Knowledge of medical and mental health diagnoses, disabilities and treatment procedures (i.e. acute, chronic and traumatic illnesses/injuries, common medications and their effects/side effects, and medical terminology) to formulate a treatment plan.
  - Skill in independently implementing different treatment modalities in working with individuals, families, and groups who are experiencing a variety of psychiatric, medical, and social problems to achieve treatment goals.
  - Ability to provide consultation services to new social workers, social work graduate students, and other staff about the psychosocial needs of patients and the impact of psychosocial problems on health care and compliance with treatment.

**SUPERVISORY CONTROLS:**

The GS-11 social worker performs duties independently and reports directly to the PCMHI Coordinator/Program Manager. For Social Work practice issues, the PCMHI SW has access to the Social Work Executive as needed with complex and sensitive case situations. The Social Work Executive works in collaboration with the PCMHI Coordinator/Program Manager to complete annual PCMHI SW evaluations. The PCMHI Coordinator/Program Manager provides administrative supervision, general instruction plans, and assigns work.

**MAJOR DUTIES AND RESPONSIBILITIES:**

The PCMHI CoCM SW is an integral part of the PCMHI team. Duties include:

- Patient outreach and engagement in treatment
  - Patient contact is frequently provided via telephone and written correspondence, however face-to-face care is within the scope of this position
- Initial assessment of the Veteran, including the following:
  - Administration of validated patient reported outcome measure

- Review of assessments and documentation completed by others
- Obtain missing pertinent information from providers, patients, and medical records
- Development of an individualized treatment plan using standardized algorithms to guide treatment recommendations and support evidence-based decision making
- Keep current with knowledge of the variety of clinical options available through the medical center and local community about how to refer/engage Veterans
- Review of initial assessment and treatment plan with the PCMHI Provider with Prescribing Privileges consultant and PCP, incorporating modifications of the plan as recommended
- Routine use of a patient registry, including:
  - Entry of all Veterans receiving PCMHI CoCM into a registry (e.g., Behavioral Health Lab software)
  - Use of a registry to ensure patient follow-up, track engagement in PCMHI CoCM protocols, and monitor treatment response
  - Run patient registry reports to facilitate care provision and to monitor quality of care
- Participation in weekly caseload consultation with the consulting PCMHI Provider with Prescribing Privileges
  - Actively seek out additional ad-hoc consultation as clinically indicated
- Providing education and brief interventions using evidence-based techniques such as behavioral activation, motivational interviewing, and other focused treatment strategies
- Monitoring of Veteran progress using validated patient reported outcome measures
- Ongoing review of progress and recommendations for changes in treatment, including medication adjustments, utilizing evidence-based algorithms in consultation with the PCMHI Provider with Prescribing Privileges
- Relapse prevention planning throughout care, including transition from active treatment to maintenance as goals are achieved
- Timely and thorough documentation of all patient interactions
- Provision of same-day access to PCMHI CoCM services
- Ongoing collaboration with and coordination of the Veteran's care with the treating PCP and other healthcare professionals
  - Influence adherence to evidence-based treatment guidelines in PACT by providing "on-time, on-target" information to PACT providers
  - Function effectively within interdisciplinary teams, fostering open communication, mutual respect, and shared decision-making to achieve quality patient care
- Continuously collaborate with the entire PCMHI team to ensure high quality, effective, Veteran-centered services at the patient and programmatic levels.
- Collaborate with PCMHI leadership/team members to develop/enhance educational materials and use marketing strategies to promote PCMHI CoCM services.
- Effectively communicate with patients, families, caregivers, VA leadership, and members of the interdisciplinary team

**CUSTOMER SERVICE REQUIREMENTS:**

Incumbent meets the needs of customers while supporting VA missions. Consistently communicates and treats customers (Veterans, their representatives, visitors, and all VA staff) in a courteous, tactful, and respectful manner. Incumbent provides the customer with consistent information according to established policies and procedures. Handles conflict and problems in dealing with the consumer constructively and appropriately.

**AGE, DEVELOPMENT, AND CULTURAL NEEDS OF PATIENTS REQUIREMENTS:**

The position requires the incumbent possess or develop an understanding of the particular needs of Veterans, including, but not limited to knowledge and sensitivities of age-specific, gender specific, cultural beliefs and practices, war-era related, and alternative lifestyles of Veterans and their families/caregivers. Sensitivity to the special needs of patients must be consistently achieved.

**COMPUTER SECURITY REQUIREMENTS:**

- 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.
- Protects data from unauthorized release or loss, alteration, or unauthorized deletion.
- Follows applicable regulations and instructions regarding access to computerized files, release of access codes, etc.
- Utilization of CPRS/Cerner 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.
- Utilization of the Veterans Health Information and Technology Architecture (Vista) to access information in the Medical Center Computer System.

**GUIDELINES:**

The PCMHI SW uses professional knowledge, skills, and experience derived from education, previous and ongoing professional practice, VA SOP, VA Central Office Directives, NEPEC, professional literature, continuing education, and individual and group consultation.

**WORK ENVIRONMENT:**

Work performed will be within the Medical Center, however the position has the opportunity for telework. The Medical Center environment involves everyday risks or discomforts which require normal safety precautions and adherence to the Medical Center Infection Control SOPs, VA Medical Center directives, policy and procedures and PCMHI SOP's.

**SAFETY/ENVIRONMENT OF CARE/INFECTION CONTROL:**

- Appropriate use of equipment, supplies.
- Maintain safe, orderly work areas.
- Report and complete forms for any accident to self, Veteran and vehicle.

- Follows Life Safety Management (fire protection) procedures.
- Reports safety hazards, accidents and injuries.
- Reviews hazardous materials/Material Safety Data Sheets (MSDS)/waste management.
- Follows Emergency Preparedness plan.
- Follows security policies/procedures.
- Complies with federal, state and local environmental and other requirements preventing pollution, minimizing waste, and conserving cultural and natural resources.
- Implements and monitors infection control practices for disease prevention (i.e. hand washing, universal precautions/isolation procedures, including TB requirement/precautions).

\_\_\_\_\_  
PCMHI Coordinator/Program Manager

\_\_\_\_\_  
Date

\_\_\_\_\_  
Social Work Executive

\_\_\_\_\_  
Date

\_\_\_\_\_  
Chief, Mental Health Service Line

\_\_\_\_\_  
Date

I acknowledge receipt of the above Functional Statement:

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date