

Health Care Job Function

HLT Social Worker II

Grade: 56

Job Code: W0156P

Job Family: Behavioral Health Services

Job Family Matrix: [Behavioral Health Services Matrix](#)

Summary

Provide clinical referral management services to all Harvard students while working in close collaboration with a team of mental health professionals. Responsible for devising, implementing, and overseeing referral management policies and procedures.

Typical Core Duties

- Meet with referred students to find them a provider in the community, a partial hospital program, or an intensive outpatient program
- Review students' insurance coverage and provide education and guidance on how insurance works as it pertains to the insurance coverage/benefits students are seeking
- Follow up with students to ensure they have connected with and scheduled an appointment with a provider
- Stay in contact with students until outside provider connection is made and follow up with students at end of semester to determine consistency of treatment and referral satisfaction
- Continue to work building a network of providers in the community and collaborate with area PHP/Intensive Outpatient Programs; keep referral database updated
- Ensure that providers in referral network are kept up-to-date on new HUHS policies and processes, as well as any changes to the Harvard University Student Health Insurance Plan
- Collaborate with Member Services, Case Coordination, and Blue Cross Blue Shield on an on-going basis
- Provide clinical services as deemed necessary during the process of a referral out
- Work with the Case Manager regarding hospitalizations when necessary
- Ensure compliance with University policies and procedures and applicable legal rules and regulations

Basic Qualifications

- Bachelor's degree or equivalent work experience required
- Minimum of 3 years' relevant work experience

Additional Qualifications and Skills

- Knowledge of Microsoft Office Suite, intermediate Excel skills
- Excellent organizational, analytical, problem solving and interpersonal skills

Certificates and Licenses

- Massachusetts license to practice social work

Physical Requirements

Working Conditions

- Travel may be required
- May be required to work nights and weekends