


8 South Administrative Office Activities and Functions

Purpose: To clearly define the functions of the Administrative Office and staff on 8 South.

1. There will be 2 (two) administrative staff on 8 South providing coverage, Monday-Friday, from 8:00am to 4:30pm, except for Holidays, lunch or breaks. In the event that one of the two staff is absent, the Supervisory Social Worker will assist in assigning the additional coverage. The position will be administrative in nature and staff who are assigned to cover will not be assigned other duties such as patient care.
2. One staff will manage all the H-PACT team.
3. 2nd staff will manage all the HUD-VASH staff and Homeless Clinic staff on the floor.
4. Both staff will answer phones as appropriate and manage patient movement as required.
5. Greeting Veterans and perform a mini triage in order to assess the Veteran's need. A mini triage consists of speaking with the Veteran to determine the nature of their visit and to identify the appropriate program and/or Social Worker to refer them to.
6. Administrative staff will notify the appropriate case manager a Veteran is waiting.
7. Have the Veteran take a number and instruct them to have a seat in the waiting room to wait for the provider or the administrative staff when they are busy with another veteran. If the Veteran does not comply, the administrative staff will elevate the issue to the Supervisory Social Worker on the floor.
8. Both Administrative staff will manage the patient movement by not allowing patients to wander down the two hallways without a case manager. If the Veteran does not comply, the MSA will elevate the issue to the Supervisory Social Worker on the floor.


Luz M. Hein, MSW, LMSW
Chief, Social Work Service