

Director, Clinical Social Work

About City of Hope

City of Hope, an innovative biomedical research, treatment and educational institution with over 5,000 employees, is dedicated to the prevention and cure of cancer and other life-threatening diseases and guided by a compassionate, patient-centered philosophy.

Founded in 1913 and headquartered in Duarte, California, City of Hope is a remarkable non-profit institution, where compassion and advanced care go hand-in-hand with excellence in clinical and scientific research. City of Hope is a National Cancer Institute designated Comprehensive Cancer Center and a founding member of the National Comprehensive Cancer Network, an alliance of the nation's 20 leading cancer centers that develops and institutes standards of care for cancer treatment.

Position Summary:

This position provides administrative and clinical leadership to the Clinical Social Work Department, as well as assuming responsibility to work with the Administrative Director in program development, human resource management, operations management, donor relations, and marketing. The Clinical Social Work Director assumes a leadership role on various interdisciplinary committees serving as a catalyst, facilitator and coordinator for interdisciplinary systems improvements as they relate to patients and staff.

Essential Functions:

- The Clinical Social Work Director reports primarily to the Administrative Director of Supportive Care Medicine, Patient and Family Resource Center.
- The Clinical Social Work Director collaborates with various City of Hope departments and divisions in the development and implementation of patient support services, to include psychoeducation, problem-solving programs and Science of Caring Education CME, as well as overseeing Patient and Family Resource Center programs to provide patient transportation, interpreter services, school reintegration and advance directives education for patients.
- The Clinical Social Work Director works independently, consulting with the Administrative Director and other City of Hope experts as needed, for delivery of optimal patient care and to meet the goals of the Patient and Family Resource Center.
- This management position has decision-making, directorial and operational responsibility for the Clinical Social Work staff.
- Human Resources Administration
- Program Development and Administration
- Staff Development
- Financial Administration
- Staff Leadership Model

Follows established City of Hope and department policies, procedures, objectives, performance improvement, attendance, safety, environmental, and infection control guidelines, including adherence to the workplace Code of Conduct and Compliance Plan. Practices a high level of integrity and honesty in maintaining confidentiality.

Performs other related duties as assigned or requested.

Position Qualifications:

Minimum Education:

- Master's in Social Work

Minimum Experience:

- 5 years minimum in a related field, with at least 3 years in a progressively responsible leadership position within a health care organization are required.
- Active member of pertinent professional organizations such as the Association of Oncology Social Workers, the Society of Hospital Social Work Leaders in Health Care, other national and international psycho-oncology organizations, to promote our programs and services around the world and to form collaborative relationships with our colleagues in the field.

Preferred Education:

- Doctorate Degree in Social Work

Pref. Certification/Licensure:

- California License in Clinical Social Work

Skills/Abilities:

- Strong leadership and relationship building skills
- Able to effectively communicate complex principles
- Communicate in an ethical, honest, direct manner
- Role-model emotional regulation and ability to effectively de-escalate emotionally charged situations
- Self-directed, assertive
- Creative in problem solving, systems planning and patient care management
- Strategic planning and clinical social work standards
- Self-directed, assertive, and creative in problem solving, systems planning and patient care management
- Customer relations skills
- Strategic planning

- Clinical social work standards

Machines/Equipment:

- 50% Computer
- 2% Fax
- 3% Copier
- 15% Pager
- 10% Cell Phone
- 20% Landline Phone

Working / Environmental Conditions:

- Emotionally charged environment at times requiring prolonged periods of focused effort, especially during emergencies and grant writing.

Physical Demands:

- Required to walk around facility or stand approximately 10-20% of the time
- Required to sit for long periods of time in meetings (individual or group) or at the desk or computer terminal reading documents and visually reviewing written work
- Requires the ability to enter and transmit data via keyboard on a computer
- Must be able to communicate clearly by telephone and person-to-person by using speaking or hearing skills
- Must visually monitor reports, messages, etc.
- Must have the ability to synthesize information and give and receive clear communication both verbally and written

To apply:

<https://chm.tbe.taleo.net/chm04/ats/careers/v2/viewRequisition?org=CITYOFHOPE&cws=40&rid=13601>

City of Hope is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, religion, color, national origin, sex, sexual orientation, gender identity, age, status as a protected veteran, or status as a qualified individual with disability.