

Clinical Social Worker Lead

About City of Hope

City of Hope, an innovative biomedical research, treatment and educational institution with over 6000 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 leading cancer centers that develops and institutes standards of care for cancer treatment.

Position Summary

The Lead Clinical Social Worker (hereinafter "Lead CSW") holds a Master's Degree in Social Work (MSW), maintains active registration as a Licensed Clinical Social Worker with the California Board of Behavioral Sciences, and provides medical social work services. The Lead CSW is responsible for employing a model of patient care that focuses on providing patients/caregivers with supportive counseling, psychosocial assessments, therapeutic interventions, education, and community resource support information. This position requires clinical supervision to MSWs and/or BSW/MSW students and/or facilitation of support groups. The Lead CSW provides mentorship to MSWs in collaboration with social work management. This position involves active leadership; participation in multidisciplinary program development and evaluation; multidisciplinary treatment modalities; emergency/crisis response; and on-call rotation. The Lead CSW actively works to ensure optimal delivery of psychosocial care and seeks out performance improvement initiatives, either through direct involvement and committee membership or by leading performance improvement efforts. The Lead CSW is expected to lead in education and training programs, policy writing, and/or research and program development.

The Lead CSW addresses daily work flow and assignments of personnel, including reviewing time off requests with regards to appropriate staffing levels, to insure patient needs are met. The Lead CSW assists the Director with employee engagement plans and other initiatives as required and assists the Director with recruitment and orientation of new staff. The Lead CSW is a mentor and role model to the team, and promotes efforts to create effective team processes. The Lead CSW has proven leadership skills and is acknowledged by the division as a strong team player.

Key Responsibilities include:

- Addresses daily issues relating to division/team workflow, including assignment of personnel work duties, as directed by the Director of Clinical Social Work

- Reviews time off requests and insures adequate staffing for the competing demands of the team
- Assists the Director with recruitment, interviewing and orientation of new staff
- Assists the Director with employee engagement plans and other initiatives as required
- Promotes effective team processes by aiding the team to make group decisions, enhances team communication, and collaborates with team members to ensure coverage, ensure team recognition, leads routine meetings and program planning development.
- Provides timely, appropriate, reliable, and respectful social work services to patients and families.
- Demonstrates competence appropriate to his/her role and function
- Delivers quality of care consistent with professional and City of Hope standards.
- Uses effective decision-making, evaluation and problem-solving skills in managing patient care, hospital, and administrative needs.
- Demonstrates strong verbal and written communication skills; excellent documentation skills of all activities/decisions related to patient care in compliance with State, National and Joint Commission standards/regulations.
- Provides skilled psychosocial support and crisis management for patients throughout the continuum of care: diagnosis, living with cancer, recurrence, end-of-life, and survivorship.
- Respectful understanding of cultural differences and diversity.
- Acts as an effective liaison for appropriate referrals to other services within the Department of Supportive Care Medicine, including: psychiatry; psychology; supportive and palliative care; pain management; spiritual care; patient navigation; and patient, family & community education.
- Must demonstrate proficient team-building skills, effectively negotiating and willing to compromise as needed, to resolve issues and respectfully reach a consensus.
- Participates in interdisciplinary rounds and serves on institutional committees as appointed.
- Has post-licensure certifications or specialization; continues active pursuit of opportunities for further development of clinical skills and professional growth.
- Acts as a skilled educator as demonstrated by professional presentations, student training, research and mentorship.
- Participates in recruitment and interviewing of social work candidates.
- Acts as an ambassador to the profession by effectively articulating the role and expertise of a CSW and by actively participating in community and professional organizations.
- Demonstrates a willingness to participate in marketing and development efforts.
- Meets and maintains all professional and regulatory standards; exemplifies and promotes the core values of the Department of Supportive Care Medicine.
- Participates in performance improvement activities to promote continuous improvement in care delivery.
- Effectively leads groups, committees, interdisciplinary team meetings and patient care conferences within the Department of Supportive Care Medicine, City of Hope, and in the community.

- Provides mentorship and clinical supervision to MSWs in collaboration with social work management.
- Demonstrates strong leadership skills and professionalism, serving as a role model within the Department, City of Hope and as a representative of City of Hope in the larger community; effectively works with community agencies and professional organizations.
- Has earned the respect and esteem of the team, Department, organization and profession; fosters positive departmental and institutional morale.
- Demonstrates compassion, warmth, insight, basic skill in assessments and intervention, and maintains objectivity and professional boundaries.
- Possesses advanced knowledge of and is viewed as an expert and authority on the patient population at City of Hope.

Basic education, experience and skills required for consideration:

- Master's Degree in Social Work (MSW) from an approved California Accredited School of Social Work
- Five years medical social work experience of which at least 2 years are in oncology
- Two or more years post licensure experience
- BBS required Supervision Training (15-hour course)

Required Certification/Licensure:

- Registration as a Licensed Clinical Social Worker with the California Board of Behavioral Sciences
- Advanced certification in relevant clinical social work skill (Certified Hospice and Palliative Social Worker, Certified Advanced Children, Youth and Family Social Worker, or Oncology Social Work Certification)
- For pediatric service, CCS Panel provider or complete application within 60 days of hire

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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.