

Job Title: Social Work Manager

Job ID: 20514

Type: Regular Full-Time

Company: Seattle Cancer Care Alliance

Location: Seattle, WA, US

Apply Link: <https://careers-scca.icims.com/jobs/20514/social-work-manager/job>

Overview

The Seattle Cancer Care Alliance (SCCA), located in Seattle, Washington, is part of a dynamic collaboration among three organizations known nationally and internationally for their patient care and research: Fred Hutchinson Cancer Research Center, University of Washington, and Seattle Children's. Over the past 25 years, these institutions have worked together to support their mission of adult and pediatric oncology patient care services, research and education.

The Social Work Manager provides strategic, program development and clinical leadership, as well as operational oversight, fiscal and human resource management to the Social Work department across SCCA clinical sites. This manager is responsible for the day-to-day and long-range operations of the social work program and provides leadership to multidisciplinary program development across Supportive Care programs and clinical oncology service lines. The manager works closely with the Medical Director of the Department of Psychosocial Oncology as co-director of SCCA's Integrated Psychosocial Oncology Program (IPOP), a population-based collaborative care model that integrates Psychiatry, Psychology, Patient Navigation and Clinical Social Work. The manager improves clinical operations and patient outcomes through the effective and efficient provision of social work services and strives to align with/advance oncology-specific best practices in social work. The manager serves as a clinical resource to other disciplines and clinicians and represents the department at SCCA, with Alliance partners, and to oncology-focused local and national professional forums.

Responsibilities

- Anticipates and plans for staffing needs to ensure effective day-to-day operations as per team capacity and demand for services, and anticipated changes in clinic volumes or patient flow for the near and long-term. Adjusts staffing accordingly to ensure appropriate service coverage to meet patient, clinic and department needs.
- Provides ongoing assessment of staffing, leadership and clinical supervision needs of the department, and leads internal efforts to justify and secure requisite resources (FTE, funding). Oversees, in conjunction with the Supportive Care Associate Director and HR, the recruitment, on-boarding and ongoing training of new staff as well as performance management of the social work team (i.e., annual review, performance improvement, disciplinary intervention and termination as necessary).
- Provides/ensures effective clinical supervision to department staff at SLU and other campuses via direct observation, routine review of EMR clinical documentation, and timely feedback related to work performance (clinical, teamwork, projects, and other special assignments).
- Oversees program development related to social work across multiple sites of practice (SLU, UWMC, SCH and SCCA community network sites) including ongoing assessment of needs and available resources; identification and employment of available best practices; education of medical and administrative staff about the role of social work; and development and implementation of new social work practice(s) upon the opening of new sites.
- Represents the social work profession by effectively articulating the role of clinical social work and the specialization of oncology social work on internal, local and national levels.
- As extenuating circumstances require, provide clinical social work to patients/caregivers as needed. This includes psychosocial assessment, therapeutic intervention, education, advocacy and resource navigation.
- Promotes social work team cohesion and efficacy by way of proactive communication; delineation of clear expectations of deliverables, roles and responsibilities, standard work; timely conflict intervention / resolution; individual and team recognition; and guidance and support for group decision-making and quality improvement.

- Acts as an effective liaison for appropriate referrals to associated supportive care services including psychiatry, psychology, palliative care, medical nutrition therapy, physical therapy, pain management, spiritual care, child life, patient navigation, and Patient & Family Services.
- Serves as a resource in effectively addressing disruptive patient / visitor behavior; assist with associated interventions.
- Drives evidence-based social work practice; imparts expertise related to clinical practice, including knowledge of resources; acts as a consultant in the area of practice.
- Leads the development, implementation and evolution of standard work and associated processes. Works with the social work team, clinics and other institutional partners to assess and refine evidence-based clinical pathways and service delivery practices to reduce waste and non-value activities, and effectively target resources to the most acute patient needs.
- Ensures compliance with SCCA and departmental policies and procedures, and applicable regulatory standards and requirements. Develops and implements policies and procedures as needed. Reviews and updates departmental policies and procedures regularly.
- Prepares the department expense budget in coordination with the Supportive Care Associate Director. Reviews, approves and monitors department operating expenditures to ensure adherence to budget throughout the fiscal year.
- Conducts routine staff meetings, and other meetings (huddles, rounding, etc.) to support timely communication, support of staff, and to track progress toward short-term and annual department goals. With staff input, prioritizes key work and establishes timelines for completion.
- Attends department, organization and alliance partner meetings, as needed, to ensure service representation.
- Actively participates in SCCA clinic initiatives which support quality improvement efforts and serves on SCCA committees, as designated.
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Qualifications

REQUIRED:

- Masters degree from accredited graduate MSW program
- WA State Department of Health registration / certification / licensure
- Substantial experience providing team leadership and clinical supervision, including support to staff working toward licensure
- Excellent oral and written communication skills
- Working knowledge of computer systems including electronic medical records, word processing, spreadsheets, email and the Web

- Ability to communicate effectively with patients/families/caregivers/direct reports from diverse cultural backgrounds
- Commitment to workforce diversity, equity and inclusion
- Ability to work effectively with multi-disciplinary teams

PREFERRED:

- Oncology Social Worker-Certified (OSW-C)
- Minimum 5 years of health care experience
- Background in research
- Skill in public speaking, development and delivery of educational programs targeting multi-disciplinary professional audiences

SCCA has a mandatory COVID-19 vaccination policy, and there are no exceptions for any employee who is patient-facing and/or requires access to SCCA facilities.

Exceptions exist only for employees whose positions are fully remote, with no required access to campus. As a condition of employment, newly hired employees requiring access to campus must provide proof of vaccination before their first day of employment.

Our Commitment to Diversity

We are proud to be an Equal Employment Opportunity (EEO) and Vietnam Era Veterans Readjustment Assistance Act (VEVRAA) Employer. We are committed to cultivating a workplace in which diverse perspectives and experiences are welcomed and respected. We do not discriminate on the basis of race, color, religion, creed, ancestry, national origin, sex, age, disability (physical or mental), marital or veteran status, genetic information, sexual orientation, gender identity, political ideology, or membership in any other legally protected class. We are an Affirmative Action employer. We encourage individuals with diverse backgrounds to apply and desire priority referrals of protected veterans. If due to a disability you need assistance/and or a reasonable accommodation during the application or recruiting process, please send a request to our Employee Services Center at hrops@fredhutch.org or by calling 206-667-4700.