

## Psychosocial Program Specialist

Job Code: 2938

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|------------------|-------------------------------|
| Revised Date     | 4/24/2022                     |
| Department       | CLINICAL SOCIAL WORK          |
| Reports To       | MANAGER, CLINICAL SOCIAL WORK |
| Union & Range    | NON-UNION; MCP-255            |
| Exemption Status | Exempt                        |
| Department #     | 8360000                       |
| Manager Level    | NON-MANAGER                   |

**Position Summary:** For inquiries, please contact: [Matt Loscalzo](mailto:Mloscalzo@coh.or) at either [Mloscalzo@coh.or](mailto:Mloscalzo@coh.or) or 626-218-5487.

The Psychosocial Program Specialist (PSPS) is a program leader and has a specialty clinical expertise. The PSPS is responsible for developing, leading, and expanding a program that provides 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 may provide clinical supervision to MSWs and/or BSW/MSW students and/or facilitation of support groups. The PSPS provides mentorship in their area of specialty and program development 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 (if applicable). The PSPS 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 PSPS is expected to lead in education and training programs, policy writing, and/or research and program development.

**Essential Functions:**

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| Proposes, designs and leads service delivery models that are sustainable and replicable and meet a specific gap in service                      |
| Uses empirical data to develop interventions and program models   |
| Develops a program vision, communicates and actualizes program goals  |
| Creates programs that differentiate the Department of Supportive Care Medicine and City of Hope and advances the organization's strategic goals |
| Coordinates with Development to create funding streams to support the program   |
| Contributes to the research focus with evidenced based program design and data collection plans   |
| Writes papers and makes presentation about the program.   |
| 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              |

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| 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  |
| Seeks 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 candidates  |
| Acts as an ambassador to the profession by effectively articulating the role and expertise and by actively participating in community and professional organizations  |
| Demonstrates a willingness to participate in marketing and development effort   |
| 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 to staff 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.   |
| 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.   |

The following Pillars in Action are the behaviors that accelerate our impact as we deliver on our Vision and Strategic Priorities:

**SPEED. *We move with speed.***

- We execute with a sense of urgency.
- We learn quickly and adjust course.
- We take ownership and eliminate bottlenecks and barriers.

**FOCUS. *We act with discipline and focus.***

- We own City of Hope's enterprise priorities.
- We deliver measurable results.
- We explore ideas broadly, and commit to ideas selectively.

**ENTERPRISE. *We behave as one enterprise.***

- We work together and advance transparency.
- We stand by each other and our decisions.
- We encourage innovative thinking and embrace responsible risk taking.

**CONNECTEDNESS. *We connect and network.***

- We attract and collaborate with diverse talent.
- We connect and extend our relationships.
- We welcome and embrace external partners.

**SPONSORSHIP. *We trust and sponsor.***

- We value and inspire each other.
- We extend trust.
- We sponsor each other's success.

***Position Qualifications:***

|                                       |  |
|---------------------------------------|--|
| <b>Minimum Education:</b>             | Master's Degree in Social Work (MSW) from an approved California Accredited School of Social Work or master's in a related field (ex: psychology, marriage, and family therapy)  |
| <b>Minimum Experience:</b>            | Five years relevant experience, <b><i>or</i></b><br>Two years relevant experience with a dual master's degree in a healthcare related field  |
| <b>Req. Certification/Licensure:</b>  | Registration <u>with the California Board of Behavioral Sciences</u> as a Licensed Clinical Social Worker, <b><i>or</i></b><br>Licensure in a related field ( <u>ex: psychology, marriage, and family therapy</u> ), <b><i>or</i></b><br>Dual master's degree in related healthcare field and licensure as noted above within two years of hire or promotion to the position |
| <b>Preferred Education:</b>           | Doctorate in social work or related healthcare field   |
| <b>Prof. Certification/Licensure:</b> | Advanced certification in relevant field   |
| <b>Preferred Experience:</b>          | Two years of experience working in oncology<br>Membership in a professional organization (AOSW, NASW, APA, APOS etc.)<br>Program development and implementation  |
| <b>Skills/Abilities:</b>              | Excellent verbal and written communication skills  |

Bilingual English/Spanish speaking skills preferred  
Competency (knowledge/skills)  
Emotional intelligence  
Adaptable and flexible  
Strengths-focused  
Self-motivated  
Team-oriented  
Problem solving skills  
Professionalism & dedication  
Answer telephones  
Compose letters/memoranda  
Coordinate meetings  
Interview others  
Delegate tasks  
Compile data  
Instruct/train others

**Working/Environmental Conditions:**

Fast-paced clinical work environment  
Professional office setting  
Atmosphere and environment associated with patient care areas  
Direct patient care  
Tobacco-free campus  
Subject to many interruptions  
Occasionally subjected to irregular hours  
Exposed to confidential material on a regular basis  
Contact with patients and their families/caregivers under varied circumstances  
Exposed to situations involving grief processes and related issues  
Subject to regularly changing priorities and work assignments  
May be exposed to infections and contagious diseases  
Requires judgment that could affect image of the City of Hope  
Occasional pressure in relation to timeframes/Regulatory agency compliance

**Physical Demands:**

Light physical effort (lift/carry up to 10 pounds)  
Frequent standing/walking  
Occasional reaching, stooping, bending, kneeling, crouching  
Telephone and computer use

Employee: \_\_\_\_\_ Date: \_\_\_\_\_

Dept. Head/Administrator: \_\_\_\_\_ Date: \_\_\_\_\_

*The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.*