

## **Social Worker III**

*Job Code: 9520*

Revised Date	6/30/2020
Department	CLINICAL SOCIAL WORK
Reports To	MANAGER, CLINICAL SOCIAL WORK
Union & Range	NON-UNION, MCP 245
Exemption Status	EXEMPT
Department #	8360000
Manager Level	NON-MANAGER

### **Position Summary:**

The Clinical Social Worker III (hereinafter “CSW III”) 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 CSW III 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. The CSW III 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 CSW III 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 CSW III is expected to lead in at least two areas including education and training programs, BBS supervision or mentorship, policy writing or committee representation, and/or research and program development, presentations at conference or community events and contribution to the professional literature.

### **Essential Functions:**

%	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.
%	Actively working towards 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.

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 Degree in Social Work (MSW) from an approved California Accredited School of Social Work  
Experience may substitute for minimum education requirements.

**Minimum Experience:** Five years medical social work experience  
Two or more years post licensure experience

**Required Courses/Training:**

**Req. Certification/Licensure:** Out of state Licensed Clinical Social Worker or Active registration as an Associate Clinical Social Worker or Licensed Clinical Social Worker with the California Board of Behavioral Sciences  
CSW III must pass the LCSW exam and become a LCSW in the state of California within one year or be demoted to CSW II

For pediatric service, CCS Panel provider or complete application within 60 days of hire

**Preferred Education:**

**Preferred Courses/Training:** Oncology, palliative, end-of-life, and MSW supervision  
BBS required Supervision Training (The 15 Hour Course)  
Membership in a professional organization (AOSW, NASW, etc.)  
(Preferred)

**Pref. Certification/Licensure:** Advanced certification in relevant clinical social work skill:

- Certified Clinical Alcohol, Tobacco, and Other Drugs Social Worker (C-CATODSW) from NASW OR:
- Clinical Social Worker in Gerontology (CSW-G) from NASW OR:
- Advanced Certified Hospice and Palliative Social Worker (ACHP-SW) from NASW OR:
- Certified Advanced Children, Youth, and Family Social Worker (C-ACYFSW) from NASW OR:
- Certified Advanced Social Work Case Manager (C-ASWCM) from NASW OR:
- Accredited Case Manager (ACM) from ACMA OR:
- Oncology Social Work Certification (OSW-C) from AOSW/APOSW

**Preferred Experience:** Two years oncology social work (Preferred)  
Previous supervisory experience (Preferred)

**Skills/Abilities:** Excellent verbal and written communication skills required  
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

**Software:** Word processing and basic computer skills important  
Proficiency in Word, Excel and Power Point preferred

**Machines/Equipment:** Gown, glove and mask in some patient rooms

**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 the image of the City of Hope  
Occasional pressure in relation to time frames and or 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.*