



**MAKING MOMENTS COUNT  
FOR KIDS & FAMILIES**

## **Crescent Cove Job Description**

### **PT Social Worker/Family Program Support Coordinator**

**This is a 3-4 month, 20 hour/week, PT position, to perform selected responsibilities from the job description below. The position will cover a leave of absence and requires attendance on Monday afternoons and Thursdays (other hours flexible on-site) and has the potential for on-going coverage.**

**Salary Range: \$30-\$32/Hour**

### **About Crescent Cove**

The mission of Crescent Cove is to offer care and support to children and young adults with a shortened life expectancy, and to their families who love them. Crescent Cove is Minnesota's first residential children's respite and hospice home, which opened in May 2018 in Brooklyn Center. The Home provides short, 1-7 day respite breaks for children with life-threatening conditions, as well as sacred space beyond the hospital or home environment for compassionate care at the end-of-life. Crescent Cove provides support services such as massage, music, and art therapy, spiritual care and healing touch, and support groups for families caring for a child with a life-threatening condition.

### **Position Summary**

The Social Worker/Family Program Support Coordinator works with Crescent Cove families and community partners to ensure that families are accessing services that aid in relief of pain, stress and anxiety as well as accessing the respite and hospice home for visits. The Social Worker/Coordinator will communicate with referral sources and coordinate necessary support for families related to the Crescent Cove mission and vision.

### **Primary Duties and Responsibilities**

The Social Worker/Family Program Support Coordinator will perform the following duties:

- Upon referral, make initial intake inquiries to set up tours, complete initial paperwork and with collaboration of IDT determine eligibility.
- Perform psychosocial assessment of child, family and/or caregiver to assess psychosocial and spiritual needs and goals.
- Develop meaningful relationships with families to increase their comfort and access to support services for their family.
- Document interventions and maintain accurate clinical records in the medical record system.
- Assist in development, marketing and outreach efforts for Crescent Cove by communicating family experiences as requested by Engagement and Communication Manager.



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- Provide education to community partners and pediatric healthcare providers who refer families for support from Crescent Cove.
- Collaborate with organizational leaders and clinicians to ensure that family needs are met in ways that relate to our mission and vision.
- Develop and maintain bereavement program including phone calls, written communication and in person visits as requested by families
- Coordinate and track programming and support services offered to parents and siblings Provide orientation and/or in-service training on psychosocial issues to new staff and volunteers as needed.
- Work with the Director of Nursing & Operations to ensure quality and consistency of psychosocial care.
- Facilitate discussion of reimbursement with legal guardian or case managers, request funds, input information for billing post respite.
- Assist in developing budget needs and goals related to family support provided by Crescent Cove.
- Develop and lead/oversee support group opportunities.
- Assist in organizing and executing 2-4 family focused events throughout the year.
- Coordinate Spiritual care services.
- Perform other responsibilities as assigned by the Team.

### *Qualifications*

- Five or more years of experience as a Licensed Social Worker in a pediatric healthcare setting
- Experience within the field of Pediatric Palliative Care
- Training or work with Integrative Therapies
- Bachelor's Degree, Master's Degree preferred
- Sufficient grief counseling training and skills

### *Knowledge, skills and abilities*

- A commitment to Crescent Cove's mission and vision
- Highly developed professional & interpersonal skills
- Ability to work in an alternative healthcare setting serving families and children who are seriously ill and dying.
- Interest in and ability to perform tasks in a culturally sensitive manner without regard to age, ethnicity, national origin or socioeconomic status.
- Fluency in English
- Ability to manage multiple, competing and varied tasks, time management, problem solving and decision making skills to successfully manage work-flow.
- Attention to detail and follow-through
- Knowledge of pediatric palliative, hospice and bereavement care



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- Excellent verbal and written communication skills and ability to work effectively on a one-to-one basis and within groups
- Knowledge of, and ability to use software to capture family support
- Self-motivated, self-directed, enthusiastic, energetic, creative and highly organized
- Strong integrity and ethical conduct
- Active listening skills
- Willingness to work flexible hours

### *Personal characteristics*

- Self-starter and goal-oriented
- Build and fosters positive relationships
- Effective communicator
- Works cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance family support & organizational effectiveness.