Position: Part-time Social Worker - Family Program Support Coordinator
Part-time – 20 hours, No Benefits

Crescent Cove
The mission of Crescent Cove is to offer care and support to children and young adults with a shortened life expectancy, and their families who love them. They currently provide or cover the costs for support services such as massage therapy, spiritual care, music therapy and counseling for families currently caring for a child with a life-threatening condition. Crescent Cove is preparing to open Minnesota's first residential children's hospice and respite home in Brooklyn Center in fall, 2017. The home will provide short respite breaks for children with life-threatening conditions and their families, as well as an option beyond the hospital or home environment for compassionate care at the end-of-life.

Crescent Cove currently has three staff members, a board and many involved volunteers. Volunteers are essential to the overall programming support offered by Crescent Cove now and into the future. The coordination of support for families has been handled by the founder, office manager and volunteer coordinator. The hired social worker will join the team to fulfill the primary duties below and is an expected position within the structure of being licensed as a residential hospice by the state of MN.

Job Purpose
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 in fulfillment of the mission. The Coordinator will communicate with referral sources and coordinate necessary support for families related to the Crescent Cove mission and vision. Coordination and navigation of support opportunities currently takes place via phone or the family home, but will also be managed for families during their stay at Crescent Cove's home beginning in fall, 2017.

Primary Duties and Responsibilities
The Family Program Support Coordinator will perform the following duties:

- Provide education to community partners and pediatric healthcare providers who refer families for support from Crescent Cove.
- Maintain self-resiliency and attention to care and distress among clinical team
- Provide support to staff and supportive counseling to families
- Provide or coordinate bereavement follow-up
- Work to develop meaningful relationships with families to increase their comfort and access to support services for their family.
- Collaborate with the Founder/Director, Volunteer Coordinator and Office Manager (team) to ensure that family needs are met in ways that relate to our mission and vision.
- Perform psychosocial assessments and evaluations prior to and following service provision
- Document interventions and maintain accurate clinical records
- Inform and further develop referral process and ease of service provision for families
- Coordinate and track support services between families, clinicians/providers and clinical providers
- Maintain current knowledge of clinical social work and pediatric palliative care practices through ongoing education and attendance of in-service training sessions.
- Provide in-services, orientation and education to staff and volunteers

- Inform and communicate family stories and experiences with development director to support ongoing fundraising to reach our mission
- Assist in developing budget needs and goals related to family support provided by organization
- Engage and keep clinical advisory committee informed and updated
- Perform other responsibilities as assigned by the Team.
- Plan and participate in the psychosocial, and spiritual care services at Crescent Cove
- Communicate with contract providers and coordinate support session for providers
- Determine and coordinate with public and private payers when able to access reimbursement.
- Inform providers of payment processes in coordination with office manager

Qualifications
- Five or more years of experience as a Licensed Social Worker in a pediatric healthcare setting
- 3-5 years of experience within the field of Pediatric Palliative Care working within a family-centered model
- Experience working in bereavement
- Cultural competencies and awareness of own biases
- Experience working in a pediatric end-of-life setting necessary
- Has training and/or experienced Integrative Therapies, i.e. massage, energy work, etc.
- Master's of Social Work (MSW), required
- Certified in Resolve Through Sharing bereavement training, preferred
- Valid Minnesota Driver's License with good driving record
- Ability to operate a personal computer and Microsoft Windows Office Software including Word, Excel, Powerpoint

Knowledge, skills and abilities
- A commitment to Crescent Cove's mission and vision
- Interest and ability to perform tasks in a culturally sensitive manner without regard to age, ethnicity, national origin or socioeconomic status.
- Highly developed professional & interpersonal skills
- Attention to detail and follow-through
- Knowledge of pediatric palliative, hospice and bereavement care
- 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-aware, self-directed, enthusiastic, energetic, creative and highly organized
- Strong integrity and ethical conduct
- Active listening skills
- Willingness to work flexible hours
- Fluency in English

Personal characteristics
- Self-starter and goal-oriented
- Builds 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.
- Takes collaborative approach to problem solving
- Ability to prioritize work based on shifting needs
- Demonstrates a passion for human services

Please submit a cover letter and resume to Karla Vaughan at Karla.Vaughan@CrescentCove.org. References and background check following successful interview.