Position: Social Worker/Family Program Support Coordinator  
Full-time, salaried position

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. 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:

- Participate in the psychosocial, and spiritual care services at Crescent Cove.
- With the Care Coordinator, make initial intake inquiries to assess psychosocial needs and goals.
- Perform psychosocial assessment of child, family and/or caregiver accepted for admission to Crescent Cove.
- 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 the Director of Engagement.
- Provide education to community partners and pediatric healthcare providers who refer families for support from Crescent Cove.
- Work to develop meaningful relationships with families to increase their comfort and access to support services for their family.
- Collaborate with the Executive Director, Director of Nursing, Care Coordinator, Medical Director, Volunteer Coordinator and Office Manager (team) to ensure that family needs are met in ways that relate to our mission and vision.
- Coordinate and track support services between families and clinicians/providers
• Assist in developing budget needs and goals related to family support provided by Crescent Cove.
• Provide orientation and/or in-service training on psychosocial issues to new staff and volunteers as needed.
• Work with the Interdisciplinary Team to insure quality and consistency of psychosocial care.
• 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, abilities and personal characteristics
• 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
• 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
• 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.

To apply, please submit a cover letter and resume to Karla Vaughan, Office Manager, at Karla.Vaughan@CrescentCove.org. References and background check will be required following successful interview.