

YOU'LL LOVE THIS POSITION IF ...

- You thrive on helping patients (and/or their parents) navigate day-to-day challenges associated with DIPG/DMG.
- You enjoy connecting patients (and/or their parents) with the help they need including emotional, medical, and financial resources
- You can compassionately work with families who are facing a near 0% chance of survival for their child, knowing your involvement is significantly easing their journey.

SUMMARY OF POSITION

The My DIPG Navigator Social Worker (SW) will support all families in the program, working alongside the team of Nurse Navigators.

The Social Worker will provide one-on-one social support (via virtual chats, phone calls, texts, email, etc.) to families navigating a DIPG/DMG diagnosis, with an emphasis on offering emotional support, guidance, advocacy, education, and helping with referrals to outside organizations. In addition to supporting the family through services and connections, the SW will direct the family to other resources they may need during their DIPG/DMG journey (e.g., financial assistance, tumor donation resources, connecting with the patient's local SW, etc.). The SW will foster a supportive relationship with each family for as long as the family desires, serving as a place the family can turn to with difficult social issues and challenging needs while navigating the disease. The SW will operate as a member of the My DIPG Navigator Team, a part of the ChadTough Defeat DIPG Foundation, which offers support 7-days-a-week.

Considering this role will be new to the program, this position will also be responsible, along with the Director of Nurse Navigation, for helping to establish the social worker role within the program. The SW will need to identify and develop relationships with key SWs at institutions where many of our patients and families are being treated and referred. This may also include developing relationships with physicians and hospitals as well as other foundations that provide complementary support services our families may need.

RESPONSIBILITIES

Relationships

- Develop supportive relationships with families (and/or patients)
- Leverage client management system (Salesforce) to track patients' progress along the care continuum and to document and manage the relationship with the family (and/or patients)
- Assesses, evaluates, plans, and coordinates community services
- Advocates for services to meet the specific patients/family complex needs
- Supports Nurse Navigators with family/patient social issues

Education

- Knowledge of medical, social, financial, and educational resources to assist the child and their family as they adapt to illness/treatment.
- Provide answers to families' questions either directly, or by seeking information from the rest of the team when needed
- Orient and educate families (and/or patients) to the cancer healthcare system, multidisciplinary team member roles, and available resources
- Education and counseling on loss, death, and grief

Connection

- Refer families to appropriate resources for specific needs and circumstances
- Provide suggestions to help the family optimize interactions with physicians
- Refer patients to financial resources or provide insurance support needs, including help with Medicaid.
- Refer patients to other types of support groups/services as needed (beyond medical)

Establishing/Supporting Program

- Work collaboratively as a team to ensure coverage and support for all families that are a part of the program
- Assist with establishing program foundational elements (i.e., document processes, provide/improve content on the website, help to determine preferred methods for referrals with physicians and other SWs,, etc.)

QUALIFICATIONS

Education

- Bachelor of Arts in Social Work (LCSW and Masters preferred)

Experience: Therapeutic

- Pediatric Oncology is required, neuro-oncology experience preferred (especially DIPG/DMG)
- End-of-life care, especially with pediatrics, is also required
- Minimum of 5 years of working experience

Skills/Competencies

- Able to take initiative, be self-driven, display good leadership qualities, and be self-sufficient
- Exceptional interpersonal skills, including active listening, particularly in situations that require a balance of compassion and delivering difficult information
- Proficiency in medical terminology
- Ability to develop collaborative relationships both internally and externally
- Demonstrated ability to work independently; able to exercise judgment within defined procedures and practices and to determine appropriate action independently
- Strong time management and organizational skills
- Ability to prioritize and reprioritize quickly
- Understands sensitivities of cultural differences
- Proficient in Microsoft Office and Google Workspace; comfortable working within a data management system like Salesforce
- Strong documentation skills
- Strong written and verbal communication skills
- Bilingual fluency in Spanish is preferable but not required

SCHEDULE

- Part-time (20 hours per week) with possibility to increase hours as patient volume increases
- Flexible Monday through Friday, with possible weekend assistance for emergencies

LOCATION

- Remote; candidate will work from home

TRAVEL

- Optional travel for conferences

To apply, please send COVER LETTER and RESUME to apply@chadtough.org.