

Director, Social Work (Hybrid)

Job ID: 21514

Deadline to Apply: 2024-10-24

Target Openings: 1

The mental health agenda at SickKids has never been as important or as exciting as it is now. Through collaborations, innovations and partnerships we aim to achieve unprecedented outcomes in child and youth brain and mental health. A new department leadership structure is being implemented to include professional practice enhancement and support for trainees. The Director of Social Work will have the opportunity to contribute to the implementation of the enterprise-wide mental health strategy and collaborate with clinical leaders across the hospital to improve the integration of social work within interdisciplinary teams.

Don't miss out on this opportunity to work alongside one of the *World's Best Specialized Hospitals*; for the 4th year in a row SickKids ranked second-best children's hospital globally as recognized by Newsweek 2025.

The Director of Social Work provides senior level leadership, strategic advice and operational direction and management of the profession of Social Work, deployed across all medical and mental health specialty programs at SickKids. The Director reports to and works collaboratively with the Executive Director of Brain and Mental Health, the Chiefs of Services and Clinical Program Directors to evaluate current and future resource models to ensure patient care needs are met across hospital programs.

The Director's primary accountabilities are:

- to ensure excellence in professional practice, and clinical service and standards across the hospital
- to manage key internal and external stakeholder relationships
- to manage professional practice and risk
- to direct and support, in collaboration with the relevant partnering universities, the academic programs of social work trainees
- to monitor the deployment and productivity of professionals within the department
- to support evaluation and research integration; and, to ensure the growth and success of inter-professional and collaborative practice

The Director has responsibility for the overall management of the profession including financial, quality and practice performance, as well as professional development, as follows:

Establish Department vision, internal structure, performance expectations, annual operational plan and execution strategy

- Lead the operational planning of the department to support the goals, objectives and quality improvement initiatives for the Department in keeping with the mission, goals, strategic plan, policies and procedures of the hospital
- Integrates clinical data, evidence and best practices, as well as innovative models of care and administration in the development of service models for the hospital

Organizational Leadership

- Participate in hospital committees and subcommittees providing professional practice perspectives within strategic and clinical planning, major projects and committees
- Participate in sector wide committees with relevant partners (e.g. Universities, Mental Health etc.)
- Collaborate with leadership across the hospital to ensure that social work is practicing to full scope of clinical practice

Professional Standards, Credentialing and Risk

- Establish, monitor, consult and ensure compliance with professional standards
- Interpret, implement and ensure compliance with legislated changes relevant to the profession
- Develop, manage, monitor and evaluate profession-specific standards, productivity, policies and procedures
- Ensure a standard level of clinical competencies in all domains across the profession within the hospital
- Establish and maintain a framework for annual credentialing
- Manage all risk related issues pertaining to social work and social work practices

People Management and Development

- In collaboration with HR, responsible for human resource processes inclusive of: recruitment, hiring and onboarding processes for all professional staff as well as annual performance reviews and performance management
- Manage the professional practice, roles, responsibilities and performance standards of the members of the discipline
- Lead all inter-professional communication and engagement processes (e.g. establish staff meetings, committees etc.)

Education and Research

- Oversee the Department's internship and trainee programs. Act as a liaison with the University of Toronto, York University and other graduate facilities in social work with regard to training opportunities at the Hospital for Sick Children
- Lead and support the professional development/education program for social work with the support of appointed professional practice leader
- Supports professional participation in clinical research projects across the Hospital
- Ensures the advancement of the profession's contribution to patient care through evidence-based practice

Family Supports through Philanthropy

- Manage the Patient Amenities Fund and the Family Navigation Service - Foundation supported clinical services within Social Work

Quality and Process Improvement

- Lead and establish the annual quality improvement plan, data gathering mechanisms and establish, manage performance indicators and targets
- Work collaboratively with medical leaders and clinical program directors to ensure social work activities are integrated into inpatient and outpatient process improvement plans and objectives

Financial and Productivity Management

- Establish departmental budgets, review and monitor financial performance and implement mitigation plans as required
- Implement monitoring strategies to address financial variance, to plan and increase efficiencies; optimize future opportunities to improve models of care
- Accountable for payroll administration

- Monitor key performance metrics (e.g. caseloads, visits, case flow) for the disciplines and identifies opportunities for innovation and efficiencies

Strategic Projects

- Inform and participate in hospital infrastructure projects to ensure patient care needs are integrated into future state planning for social work

Requirements

- Masters of Social Work. Member in good standing of the Ontario Association of Social Workers
- Extensive knowledge of the provision of mental health services, particularly social work services within a paediatric hospital setting
- Minimum of 5 years progressive clinical leadership experience. Additional management training and education considered an asset
- Proven experience in strategic planning & roadmap design to optimize delivery, elevate best practices and align social work with corporate objectives
- Established credibility as a transformational leader and an advocate for social work
- High level of empathy and emotional intelligence, to effectively collaborate with a diverse range of internal & external partners from a wide range of disciplines and settings to advance the impact of mental health in patient care outcomes
- Ability to master detail while working with ambiguity; understand and manage priorities with minimal supervision
- Excellent change management, facilitation and conflict resolution/mediation skills to ensure the successful operation of the portfolio
- Advanced critical thinking, data management, and measurement informed problem-solving skills
- Knowledge of current trends in pediatric clinical practice and patient safety that promote a strong professional practice environment
- Demonstrated commitment and actions in advancing equity, diversity, and inclusion objectives
- Foster a culture of excellence and a commitment to inter-professional practice and life-long learning
- Exceptional interpersonal and communication skills

Employment Type: Full-time Permanent. Hybrid Work Environment.

To apply, please visit The Hospital for Sick Children (SickKids) website:

https://career.sickkids.ca:8001/psc/CRPRD/CAREER/HRMS/c/HRS_HRAM_FL.HRS_CG_SEARCH_FL.GBL?Page=HRS_APP_JBPST_FL&Action=U&FOCUS=Applicant&SiteId=1&JobOpeningId=21514&PostingSeq=1