Community Services Coordinator - Bereavement

Hospice Wellington is a community based volunteer driven organization that offers excellent support and care to individuals and families through their end-of-life journey and grief. It is with the hearts and skills of our Board of Directors, Board Committees, trained volunteers and staff that allow us to work towards sustaining a vital, dynamic organization that models the best in end-of-life care and grief support.

Job Categories: Community Services Coordinator - Bereavement

Position Type: Fulltime, 37.5 hours a week, 1 year contract

Location: Guelph, Fergus, Mount Forest, ON

Career Level: Non-Management

Position Summary:

We are currently seeking a Community Services Coordinator - Bereavement for a Fulltime position at 37.5 hours per week. This position plays a key role in community service programs at Hospice Wellington, and will reporting directly to the Director of Community and Volunteer Services.

As an integral member of the interdisciplinary team, the Community Services Coordinator provides comprehensive and individual-centered care in order to meet needs as identified and defined by the individual served and/or their family. The Community Services Coordinator creates an environment that enables the individual and their family to explore sensitive issues present when facing the challenges of a life-limiting illness. Based on this, the Community Services Coordinator contributes to the care of the individual through information sharing, psycho-social support, systems navigation, advocacy and facilitation of volunteer support.

The Community Services Coordinator further contributes to the organization through community education and awareness, community engagement, integration, and volunteer training (as required) and supervision.

Education:

- BSW required, MSW preferred
- In good standing with their affiliated governing body.
- Driver’s license and car required.

Experience:

- Minimum of two (2) years of direct community service experience.
- Previous work experience in Hospice Palliative Care and in the Wellington County community preferred.

Hospice Wellington is an equal opportunity employer. Accommodations are available for all parts of the recruitment process. Applicants need to make their needs known in advance.
Duties and Responsibilities:

1) Individual-Centered Care and Support
   - Determine the appropriateness of all referrals and redirect inappropriate referrals in a professional manner to other resources in the community or organization.
   - Ensure the individual living with a life-limiting illness and their family understands the role of Hospice Wellington.
   - Ensure the individual living with a life-limiting illness or their substitute decision maker (SDM) sign consent forms.
   - Assess the individuals’ needs for services and support.
   - Collaboratively with the individual living with a life-limiting illness and their family develop a care plan reflective of the identified needs and implement the care plan.
   - Provide support within holistic framework as directed by the individual.
   - System Navigation and resource identification within the Health and Social Service Sectors.
   - Share information and provide education as desired by the individual living with a life-limiting illness and their family.
   - Provide psycho-social support, both 1 on 1 and in a group facilitated setting, to the individual living with a life-limiting illness, as well as their family and caregivers.
   - Inform other members of the interdisciplinary team of Hospice Wellington involvement.
   - Process the necessary documentation in the management of each case.
   - Call or visit all individuals living with a life-limiting illness on service once a month or more frequently as needed.
   - Refer the individual and/or family members to other internal or external services as desired and as appropriate.
   - Maintain on-going communication with interdisciplinary care team in order to provide integrated support service delivery.
   - Ensure individual-centered care plan is complete and updated as required.

2) Volunteer Support
   - Match volunteers with individual-served or family members.
   - Accompany volunteers on “home” visits as necessary.
   - Assist volunteers to reach closure at the discharge of a case.
   - Assist as needed with volunteer training.
   - Arranging and facilitate individual-focused volunteer support meetings.
   - Maintain on-going communication with Director of Community Outreach and Volunteer Services to discuss volunteer strengths, successes, status, areas for development and performance.
   - Express any concerns/complaints about a volunteer with the Director of Community Outreach and Volunteer Services and assist her/him in meeting with the volunteer to resolve issues as needed.
   - Debrief and document service engagement with matched volunteers on monthly basis or more frequently as needed.

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3) **Community Engagement (and Development)**

- Regularly attend and participate in community networking meetings and rounds.
- Engage and develop new opportunities for community networking increasing referrals and referral sources.
- Actively promote community awareness and provide education about Hospice Wellington and Hospice Palliative Care.
- Attendance and presentation at relevant conferences and meetings.

4) **Planning**

- Participate in strategic and related service planning for Hospice Wellington as necessary.
- Participate in Hospice Wellington Quality initiatives by identifying areas for quality improvement related to individual-centered care and supported by professional standards of practice, and by implementing changes as appropriate.
- Participate in Hospice Wellington Risk Management initiatives by assisting in identifying all areas of potential risk related to individual-centered care and supported by professional standards of practice, and by implementing changes as appropriate.

5) **Other**

- Participate in staff/program meetings and committees.
- Participate in accreditation preparation and compliance activities.
- Participate in community care rounds as needed.
- Participate in other relevant events that contribute to support Hospice Wellington.
- Participate and promote resource development opportunities in support of organizational initiatives.
- Facilitate support groups as outlined in a peer-support model of engagement.
- Supervise and support interdisciplinary placement students as needed.

**Competencies:**

**Administration Skills** – Acute awareness of priorities and time management. Demonstrates accuracy and thoroughness. Looks for ways to improve and promote quality. Works within approved budget.

**Awareness** - Engages in reflective practice. Ability to establish and honour professional boundaries. Projects a warm, caring, empathetic attitude; displays a sense of humour, and has ability to remain calm and centered and convey that to individuals accessing services.

**Communication Skills** – Speaks and writes clearly, informatively and persuasively in positive or negative situations. Listens and gets clarification. Responds well to questions from colleagues, volunteers, and the general public. Explains reasoning for decisions. Good conflict resolution skills.

**Cultural Humility** - Awareness, commitment, and ability to include one’s own as well as other’s different cultural perceptions, assumptions, norms, beliefs, and values, in the context of providing services.

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Information and Education Delivery – Ability to educate following Adult Learning principles. Sound knowledge of volunteer role(s), responsibilities and ability to train/educate volunteers to perform within scope of practice.

Case Management Skills - Competent in all aspects of case management. Exhibits sound judgment. Ability to be independent, resourceful, assertive and think creatively. Demonstrates positive attitude, energy and flexibility. Ability to listen to, motivate and work with others effectively. Ability to organize and delegate work assignments, set expectations and monitor activity.

Organizational Culture - An understanding of the history, philosophy, and services of Hospice Palliative Care and Hospice Wellington. Acting as an internal consultant on case management within the organization. Co-creating a positive environment in which all contribute and are valued.

Organizational Leadership - Belief in and commitment to furthering the aims of Hospice Wellington’s vision and mission. Ability to listen to and influence a wide range of diverse individuals and groups positively.

Organizational Support - Commitment to team involvement for the betterment of the organization. Responds to management direction. Takes responsibility for own actions. Be available to staff and volunteers and works collaboratively. Improves processes and services. Identifies and resolves problems. Follows policies and procedures.

Personal Development – Commitment to continuous learning and pursues goals. Seeks new ideas and approaches and uses lessons learned from previous experiences to improve performance and effectiveness. Receptive to mentoring.

Professionalism - Demonstration of behaviors that reflect high levels of performance; a strong work ethic. Approaches others in a tactful manner and treats others with respect and consideration regardless of their status or position. Accepts responsibility for own actions. Follows through on commitments.

How to apply: Interested candidates who wish to be considered should submit a cover letter and resume to Rami Shami, rami.shami@hospicewellington.org by Friday February 20th, 2017

We thank you for your interest, however, only those candidates selected for an interview will be contacted.