

COMMUNITY HOSPICE COORDINATOR

Reports to: Community Hospice Manager

Last Updated: July 14, 2022

Job Summary

Under the direction of the Community Hospice Manager, the Community Hospice Coordinator helps to recruit, train, and oversee volunteers, along with providing services for community hospice clients, caregivers, and the bereaved. The coordinator is expected to work collaboratively with other Hospice Quinte staff, volunteers, stakeholders, and community partners. The Community Hospice Coordinator helps to develop, implement, and deliver community workshops, seminars, and education days on topics such as Hospice Quinte, hospice and palliative care, bereavement, grief, caregiver and end of life issues.

This position requires a sound knowledge of issues related to palliative care and sensitivity to clients and caregivers requiring the services of the agency. The Community Hospice Coordinator needs to have excellent communication, presentation, organizational skills, able to maintain confidentiality, and work collaboratively in a team environment.

Qualifications

Education

- Diploma or degree in social services, psychology, counselling, pastoral/spiritual care, hospice palliative care, thanatology, or equivalent, or a proven combination of complimentary education and experience.
- Volunteer Management Certificate (Preferred)

Experience

- 1-3 years of experience (specifically relevant experience in hospice palliative care, social services and/or community support sector)
- Experience in delivering group and community programs in a goal-oriented environment
- Professional experience in client relations, client intake process, client assessments, and data collection and management and client documentation
- Experience in coordinating and supporting volunteers
- Familiar in working through difficult conversations and mediating conflict

Knowledge, Skills, and Abilities

- Understanding of family dynamics in illness and grief; competency and understanding of general theories and approaches to grief and end of life issues

- Awareness and knowledge of privacy and confidentiality legislation regarding client care and information
- Clear understanding of professional boundaries and therapeutic relationships
- Strong people skills with focus on collaborative work style
- Excellent analytical, organizational, time management, and critical thinking skills
- Ability to work independently and with supervision.
- Excellent communication (verbal and written) skills, including active listening and public speaking
- Ability to create and maintain respectful working relationships with a variety of internal and external constituents
- An understanding of the value volunteers bring to an organization along with the ability to creatively find new ways to engage volunteers
- Knowledgeable of workplace safety, able to identify and report potential hazards, along with engaging in process to develop solutions
- Ability to multi-task and set priorities with a sense of urgency to achieve goals
- Proficiency working with Microsoft Office Suite of products
- Willingness to work flexible hours, including evenings and weekends
- Possess a vehicle and valid driver's license; be able to travel to the homes of clients for assessments

Responsibilities and Duties

The statements below reflect the general details considered necessary to describe the principal functions of the job as identified and shall not be considered as a detailed description of all work requirements that may be inherent in the job. Other duties may be assigned as required.

Under the direction of the Community Hospice Manager perform the following:

Visiting Hospice

- Performs intake and process referrals from clients and caregivers calling from the community
- Make home visits to assess appropriate clients and caregivers who are referred to Hospice Quinte programs
- Determine best suitability and assign volunteers to clients/families for In-Home Hospice Visiting Support
- Act as client advocate where needed as desired by the client and family
- Participate in client conferences with other agencies and team members
- Meet with clients and caregivers on a regular basis ensuring their needs are meeting identified goals adequately and in a way which is acceptable to them
- Liaise with volunteers regularly to support their work with clients and caregivers
- Coordinate and facilitate visiting hospice volunteer training; such as assisting with scheduling courses, arranging speakers, and screening/interviewing volunteers,

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- Conduct monthly quality assurance phone call checks with clients, caregivers, and volunteers

Bereavement and Caregiver Support

- Deliver and assist in developing, implementing, bereavement/ caregiver/ and volunteer support programming offered by Hospice Quinte
- Ensure client confidentiality at all times
- Promote Hospice Quinte mission, values, and services in the community

Volunteer Management

- Assist in recruiting, training, and scheduling volunteers for duties in bereavement and caregiver support, in-home hospice visiting, fundraising, and hospice care center and as may be required for other Hospice Quinte initiatives
- Maintain volunteer files and database

Data Collection and Management

- Maintain volunteer, client, and group member records and notes
- Conduct phone calls, surveys, and interviews regarding client and volunteer satisfaction.

Organizational Responsibilities

- Participate and contribute to encourage and support activities which promote effective team functioning throughout Hospice Quinte
- Participate in assigned Hospice Quinte activities, events, and committees
- Demonstrate appropriate boundaries with staff, volunteers, clients, and members of the community
- Attend meetings, conferences, and training as required

Working Conditions

- 35-hour work week with the flexibility to work some weekends and evenings, for which time off in lieu will be given with the approval of the manager