



## COMMUNITY HOSPICE COORDINATOR

**Reports To:** Community Hospice Manager

**Department:** Community Hospice

**Clinical / Non-Clinical:** Non-Clinical

**Approval Date:** March 14, 2023

**Approved By:** Executive Director

### 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 needs to have excellent communication and organizational skills and must be able to maintain confidentiality and work collaboratively in a team environment. This role provides administrative and other required support to the Community Hospice Manager and the Community Hospice program.

### Qualifications

#### *Education*

- Diploma in social services or volunteer management, or a proven combination of education and experience

#### *Experience*

- 1-3 years of experience (specifically relevant experience in social services, volunteer management, and/or community support sector)
- Experience in scheduling, managing, and supporting volunteers

#### *Knowledge, Skills, and Abilities*

- Awareness and knowledge of privacy and confidentiality legislation regarding client care and information
- Clear understanding of professional boundaries with volunteers and clients
- 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
- 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
- Valid driver's license and access to a reliable vehicle for work

## **Key Responsibilities**

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, and in cooperation and consultation with the Community Hospice Manager perform the following:

### *Volunteer Management*

- Work well, and in a positive, cooperative, and appreciative manner with volunteers
- Assist in recruiting and training 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; ongoing assessment of volunteers, and written records of conversations
- Coordinate and facilitate volunteer training, such as assisting with scheduling courses, arranging speakers, and screening/interviewing volunteers
- Advise Community Hospice Manager on best suitability for volunteers to volunteer assignments
- Create and manage volunteer schedules for a variety of programs including kitchen, greeting, hospice support, and other volunteer programs
- Work cooperatively with other Hospice Quinte staff in organizing volunteer recognition events and programs

### *Community Hospice Program*

- Ensure client confidentiality is always kept
- Conduct monthly quality assurance phone call checks with clients, caregivers, and volunteers
- Assess potential clients for suitability for programs (over the phone and in their home)
- Deliver and assist in developing bereavement, caregiver, and volunteer support programming
- Promote Hospice Quinte mission, values, and services in the community
- Assist in developing and delivering community education programs and events in areas such as hospice palliative care, advance care planning, and others
- Maintain accurate records of client interactions in the client services database

## **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 Community Hospice Manager
- Work location is at Hospice Quinte's Stan Klemencic Care Centre with some provision for remote work with approval of the Community Hospice Manager
- Position starts with 15 days of vacation each fiscal year
- Position has 10 sick leave days available each fiscal year
- Health benefits and RRSP match available after 3 months