



Coordinator of Grief & Bereavement Programs

<u>Job Category:</u>	Client Services
<u>Position Type:</u>	Full-time, permanent, 37.5 hours a week
<u>Location:</u>	Toronto, ON
<u>Career Level:</u>	Intermediate/Experienced

Position Summary:

This Coordinator of Grief & Bereavement Programs role at Philip Aziz Centre for Hospice Care and Emily's House Children's Hospice is a dual role that offers services to clients and families, in addition to delivering direct care and support. The person in this role is responsible to work collaboratively with senior management in the development, implementation, coordination and all reporting pertaining to the provision of grief and bereavement supportive services for individuals, families and children. They will work from a holistic approach recognizing an individual's diversity, unique strengths and experiences. While working with individuals from an anti-oppressive framework, they additionally provide psychosocial assessments, supportive counselling, advocacy and referral & access to resources. The ideal candidate understands the psychosocial dynamics of illness, loss, death, mental health and bereavement.

This position reports directly to the Manager of Client Services, and works in the Client Services & Volunteer Programs Department for both the in-home visiting hospice programs (named Philip Aziz Centre & Emily's House@Home) and onsite/in-patient hospice named Emily's House.

Education/Qualification:

- College or University degree in Psychology, Counselling, Social Work (BSW, MSW) or equivalent with expertise in the area of Grief and Bereavement support, or an equivalent combination of education, training and experience
- Member in good standing with the Ontario College of Social Workers and/or the College of Registered Psychotherapists of Ontario or equivalent (if applicable per education)
- Experience/specific training in End-of-Life Care, Palliative Care and Hospice an asset
- Grief & Bereavement Certificate
- Experience in supporting the bereaved

Experience:

- Minimum of two (2) years of direct patient/client care experience
- Previous work experience in Hospice Palliative Care preferred
- Previous experience working with children and seniors in a coordinated program an asset
- Previous work experience in a not-for-profit setting an asset
- Experienced in working with volunteers and in a multidisciplinary setting an asset
- Proficient in public speaking and presenting around issues of loss, grief, death and dying preferred

Duties and Responsibilities:

1) Service Delivery/Client Centered Care

- Sound assessment and care planning skills with an ability to create a therapeutic relationship and establish appropriate boundaries and limits to support clients of all types
- Work as a member of the interdisciplinary/multidisciplinary team (when required) to deliver care plan goals; collaborate to determine what services a client and their family will need in the community and/or internally
- Practice effective group facilitation (and related principles) and assist with facilitating various therapeutic group sessions when needed
- Assesses individuals for readiness and appropriateness of grief & bereavement hospice services, making appropriate internal and external referrals as needed
- Provides ethical consultation or counselling with clients, families and care providers
- Utilizing our electronic software for documentation and record keeping
- Provide proper statistical reporting to management when requested
- Work within the organization's model of care and according to the policies and procedures on service delivery
- Conducts supportive care – psycho/spiritual/social assessments
- Provides personal and family counselling, individually or in groups to palliative, caregiver, and bereaved clients of the hospice
- Supports and trains volunteers as appropriate and needed
- Maintains accurate and confidential records, in accordance with the standards of a Professional College, and Philip Aziz Centre & Emily's House policies and procedures
- On-Call coverage episodically (i.e. once a month)

4) Community Engagement

- Provide information, education and/or outreach about services to staff, clients, volunteers, community partners/stakeholders
- Support community engagement and awareness about hospice palliative care
- If relevant, attend and present at conferences and meetings

5) Planning

- Assist supervisor with quality improvement information to develop new client supports
- Update clients' care plans with relevant information for continued supports
- Use statistical information to improve supports

6) Other

- Participate in staff/program meetings and committees
- Fulfil reporting duties to supervisor
- Participate in accreditation preparation and compliance activities
- Participate in resource development opportunities in support of organizational initiatives
- Work with volunteers when needed or required
- Submit client statistical information to supervisor (related to direct service delivery) for the purposes of ministry reporting
- Participates in continuing education and professional development offered by the organization or outside the organization

Competencies:

Administration Skills – Acute awareness of priorities and time management. Demonstrates accuracy and thoroughness. Fulfills administrative requirements assigned by supervisor and works within approved budget.

Awareness - Engages in reflective practice. Ability to establish and honour professional boundaries. Projects a warm, caring, empathetic attitude; (sense of humour an asset) 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 clients, 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.

Information and Education Delivery – Ability to present to others; sound knowledge of client services and able to educate clients, staff and/or volunteers.

Case Management Skills - Competent in managing assigned clients' information and files. 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 set expectations and monitor activity.

Organizational Culture - An understanding of the history, philosophy, and services of Hospice Palliative Care and Philip Aziz Centre & Emily's House.

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 position. Accepts responsibility for own actions. Follows through on commitments.

Accepting Resumes & Cover Letters/Application Deadline: *Monday, May 1st, 2023*

To: Amanda Maragos, Director of Client Services & Volunteer Programs

amandam@philipazizcentre.ca

(Email with any questions)

Preferred Start Date: May 25th, 2023

*Salary details: competitive and commensurate with experience; salary range \$65,000 - \$72,000