



Paediatric and Family Grief & Bereavement Coordinator

<u>Job Category:</u>	Client Services
<u>Position Type:</u>	Full-time, permanent, 37.5 hours a week (5 days)
<u>Location:</u>	Toronto, ON
<u>Career Level:</u>	Intermediate/Experienced

Position Summary:

The Paediatric and Family Grief & Bereavement Coordinator at Emily's House and Emily's House@Home offers dedicated support to families, caregivers, and children as they navigate the challenges of serious illness, death, and loss. This role involves providing psychosocial support, administrative duties, and practical assistance throughout the caregiving journey and in the aftermath of a loss. The coordinator offers direct care services, and the coordination of care with both internal and external resources. A key aspect of this position is ensuring the thoughtful planning, coordination, and execution of legacy-building activities, memory-making, and memorials.

They will approach their work through an equitable and anti-oppressive lens, ensuring that all individuals are treated with dignity, respect, and fairness to help clients work through complex emotions related to loss. They ensure that all individuals receive the support and care they need during their grieving process.

This position reports directly to the Director of Client Services and Volunteer Programs and works in both the residence and visiting hospice programs (named Emily's House & Emily's House@Home).

Education/Qualification:

- College or University degree in Psychology, Counselling, Social Work (BSW, MSW), Child Life Specialist (CCLS) certification, or equivalent with expertise in the area of Grief and Bereavement support, or an equivalent combination of education, training and experience. Must be registered in Ontario if a social worker or psychotherapist.
- Experience/specific training in End-of-Life Care, Palliative Care and Hospice, Certification in Thanatology (CT) from the Association for Death Education and Counseling (ADEC) an asset.
- Grief & Bereavement Certificate, Certified Grief Counselor, or equivalent in training, experience and expertise.

Experience:

- Minimum of two (2) years of direct patient/client care experience
- Previous work experience in Hospice Palliative Care, End of Life Care preferred.
- Previous experience working in a pediatric setting or program (e.g., child counseling, pediatric hospice, or healthcare)
- Direct experience with children, families, and caregivers coping with grief, anticipatory grief, loss, trauma and bereavement
- Experienced in facilitating grief & bereavement support groups.
- Previous work experience in a not-for-profit setting and/or healthcare organization an asset
- Experienced in working with volunteers and in multidisciplinary setting
- Proficient in public speaking and presenting around issues of loss, grief, death and dying preferred

Duties and Responsibilities:

1) Service Delivery/Client Centered Care

- Assesses individuals for readiness and appropriateness for grief & bereavement services, and develops care plans accordingly with an ability to create a therapeutic relationship (identify specific needs, such as counseling for complicated grief, support for children, or cultural/spiritual accommodations)
- Work as a member of the interdisciplinary/multidisciplinary team to deliver care plan goals
- Organize and lead support groups for children, parents, or caregivers who are grieving (or experiencing anticipatory grief), including peer support groups.
- Conduct one-on-one or family counseling sessions (pre or post loss) to address grief-related challenges and use age-appropriate methods to help children process their feelings.
- Make appropriate internal and external referrals as needed
- Utilizing our electronic software/EMR 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
- Support and train volunteers in providing grief support to clients
- Maintains accurate and confidential records, in accordance with the standards of a Professional College, and Emily's House/EH@Home policies and procedures
- Cover On-Call shifts at EH
- Plan and coordinate memorial events, anniversaries and holiday support for clients
- Ensure all aspects of the grief & bereavement program are being fulfilled

2) Community Engagement

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

3) **Planning**

- Assist supervisor with information to develop quality improvement for client supports
- Use statistical information and research to improve programs
- Continuous assessment of program effectiveness
- Collection of feedback from participants to improve services
- Work in collaboration with care teams and management to deliver services

4) **Other**

- Participate in staff/volunteer program meetings and committees
- Fulfil all reporting and administrative duties
- Participate in accreditation preparation and compliance activities
- Participate in resource development opportunities in support of organizational initiatives
- Work alongside volunteers when needed or required (placement, training and service delivery)
- Additional client and/or volunteer related duties as requested and directed by supervisor(s)

Competencies:

Client Care Related Skills - Strong interpersonal and communication skills for supporting children, families, and teams. Expertise in grief theory and bereavement practices, particularly as they apply to children and families. Ability to plan and facilitate grief support groups or activities for children and families.

Administration Skills – Acute awareness of priorities and time management. Demonstrates accuracy and thoroughness. Fulfills administrative requirements assigned by supervisor and works within approved budget. Manages casework, planned events, program requirements and documentation.

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 Awareness - Awareness, commitment, and ability to include one's own as well as others' 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 – Will understanding 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, January 6th, 2025*

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

amandam@philipazizcentre.ca

(Email with any questions)

Preferred Start Date: February 3rd, 2025

*Salary details: competitive and commensurate with experience; salary range \$69,000 to \$74,000