



Coordinator of Grief & Bereavement/PAC

<u>Job Category:</u>	Client Services
<u>Position Type:</u>	Part-time, Permanent, 3 Days, 22.5 hours a week
<u>Location:</u>	Toronto, ON
<u>Career Level:</u>	Intermediate/Experienced

Position Summary:

The position of Coordinator of Grief & Bereavement Programs at Philip Aziz Centre for Hospice Care extends grief and bereavement support and services to clients and their families in our In-Home Visiting Hospice Program. In addition to delivering direct care and support, the individual in this role collaborates with management to develop, implement, coordinate, and report on grief and bereavement supportive services for individuals and their families. Embracing a holistic approach that acknowledges individual diversity, unique strengths, and experiences, the coordinator operates within an anti-oppressive framework while conducting psychosocial assessments. They offer grief counseling, advocacy, and may facilitate referrals, ensuring access to relevant resources. The ideal candidate possesses a deep understanding of the dynamics associated with illness, process loss, mental health, and bereavement.

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

Education/Qualification:

- College or University diploma or 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:**Service Delivery/Client Centered Care**

- Provide emotional and psychological support to families before and after the death of a loved one
- Identify and understand the unique needs of individuals experiencing loss by conducting assessments
- Work within the organization's model of care and according to the policies and procedures on service delivery
- Utilize our electronic medical records system for documentation and record keeping; maintain accurate and confidential records, in accordance with Philip Aziz Centre policies and procedures and legal requirements
- Conduct ethical individual and group counseling sessions for grieving individuals
- Develop and maintain a bereavement care plan for families
- Offer crisis intervention as needed
- Design and oversee the hospice's bereavement program, including memorial services, support groups, and educational workshops
- Maintain records of all bereavement services and documentation in compliance with regulations
- Coordinate volunteer support and refer clients to outside resources or therapists when appropriate
- Attend and contribute to interdisciplinary team meetings to discuss patient and family psychosocial needs
- Serve as a liaison between hospice staff, community agencies, and other health professionals
- Provide grief education and training to volunteers and staff
- Develop and distribute bereavement-related materials and resources
- On-Call coverage episodically

Duties and Responsibilities Cont...:

Community Engagement

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

Planning/Administrative

- Assist supervisor with quality improvement information
- Provide proper statistical reporting to management when requested

6) Other

- Participate in staff/program meetings and committees
- Fulfil reporting duties to supervisor
- Participate in accreditation preparation and compliance activities, if requested
- Participate in resource development opportunities, if requested
- Work with volunteers when needed or required
- Participate in continuing education and professional development offered by the organization or outside the organization
- Additional duties as requested by management

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. Self-awareness is the ability to recognize and understand your own thoughts, emotions, behaviors, and how they affect both you and the people around you. It is the ability to tune in to your own feelings, thoughts, and actions.

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 other's different cultural perceptions, assumptions, norms, beliefs, and values, in the context of providing services.

Cultural Awareness - Acknowledges differences, examines one's cultural beliefs, values, through reflective self-evaluation understanding how culture shapes thinking, behavior, self-identity, and interactions.

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 work 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, July 14th, 2025*

To: Lena Soje, Manager of Client Services & Social Worker

lenas@philipazizcentre.ca

(Email with any questions)

Preferred Start Date: By August 1st, 2025

*Salary details: competitive and commensurate with experience; salary range \$36,082 to \$40,552