



**Job Category:** Emily's House Care Coordinator

**Position Summary:**

The Care Coordinator plays a leading role in overseeing the admissions process for hospice clients, ensuring a smooth and compassionate transition into care. Acting as the primary liaison between referring partners and the clinical team, the Care Coordinator facilitates timely communication, coordinates intake assessments, and aligns care planning with organizational values and best practices. This role regularly checks in with the clinical team while on shift and provides clinical or direct support as needed to ensure high-quality, responsive care. The Care Coordinator supports interdisciplinary collaboration to deliver holistic, patient and family centred care.

**Key Responsibilities**

- Coordinates admission and discharge times to Emily's House while taking into consideration the level of care required for each child to ensure that the care needs meet the available resources
- Responsible for the continued coordination of care throughout the child's stay at the hospice
- Ensures staffing requirements are appropriate for the census and acuity of the hospice
- Acts as a resource to children and families regarding the admission process
- Acts as a resource to the clinical team
- Create, review, and update each child's care plan and medication administration record, in full, to reflect the unique care needs of that child prior to each admission
- Communicates children and family issues to the interdisciplinary team and documents as needed
- Maintain organization of each child's paper and electronic file
- Maintains a schedule/calendar of Emily's House planned and emergency admissions
- Collaborates with the nursing manager:
  - To evaluate intake processes and help to identify and implement improvements
  - When complex intake issues are identified
  - To work towards the goal of full occupancy of Emily's House while also assessing the care needs and acuity of patients

**Other Responsibilities**

- Receiving and stocking medical supplies that are ordered to the hospice
- Organizing the medical supply room
- Ordering supplies through Ontario Health at Home for end-of-life (EOL) and symptom management (SM) patients

- Assists in organizing the 1<sup>st</sup> and 2<sup>nd</sup> floor nursing stations
- Collaborate with the nursing manager in identifying when supplies need to be ordered
- Check stock medication expiration dates and return expired medication to the pharmacy
- Pick-up and return EOL and SM patient meds to pharmacy
- Assists in picking up appropriate supplies from pharmacy
- Participates in the Family Advisory Council and Joint Health and Safety Committee

### **Leadership**

- Demonstrates commitment to patient safety by speaking up about safety issues, changing nursing practices to ensure best practice standards are being met.
- Shares errors through system reporting mechanisms and shared accountability of safe practices.
- Manages change in a constructive and appropriate manner
- Seeks opportunities for professional growth

### **Key Skills**

- Strong communication skills
- Adaptability
- Problem-solving abilities
- Critical thinking
- Ability to work both autonomously and collaboratively
- Strong clinical skills
- Empathy and compassion
- Organizational and time-management skills
- Attention to detail
- Conflict resolution skills
- Leadership abilities
- Cultural sensitivity
- Resilience in high-stress situations

### **Qualifications**

- In good standing with the College of Nurses of Ontario
- Demonstrates pursuit of continued education

### **Experience**

- Must have a minimum of two-year nursing experience in a paediatric environment, and/or palliative care experience

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- Experience, knowledge, or interest in a hospice setting
- Experience, knowledge, or interest in working with patients requiring palliative care

Updates to job description can be made at any time by the Manager of Clinical Programs.

**Job Type:** 1 year contract

**Schedule:** 8-hour shift, Monday to Friday, Telephone afterhours on-call support

**Work Location:** In person

**Salary:** Competitive salary, reflective of your skills and experience

**Expected start date:** 2025-12-01