



Carpenter Hospice is a home in the heart of Burlington that offers resident care and community-based programs and services to people with life-limiting illnesses. The hospice supports individuals in an environment that is peaceful and comfortable. Carpenter Hospice is staffed by a dedicated team of professionals and volunteers who provide compassionate, palliative and end-of-life care and services.

## **Supportive Care and Bereavement Coordinator**

### **37.5 hours per week**

#### **Primary Duties and Responsibilities:**

The Supportive Care and Bereavement Coordinator is responsible for the coordination and facilitation of a quality supportive care and bereavement program for hospice residents, wellness program participants and their families. The Coordinator will oversee the planning, implementation and evaluation of best practices in order to deliver a high-quality program.

In the role of Coordinator, you are responsible for addressing inquiries related to grief and bereavement support, including conducting intake and on-going assessments, service provision and one to one support. In this role, the Coordinator further contributes to the organization through volunteer training and supervision, community education and awareness, community engagement and integration.

Other duties include:

- Maintain current programming and pursue expansion of bereavement care programming according to needs of individuals and families served which will enrich people's dying and grieving experiences; developing innovative ways to engage groups of people earlier in disease trajectory in order to help manage grief reactions and responses
- Develop, focus and direct care and interventions using a person-centered care plan for each individual on caseload
- Conduct assessment of the bereaved individual's needs for services and support and collaborate with the individual to develop a care plan reflective of the identified needs and goals
- Implement the care plan by linking the individual to appropriate hospice services and/or make referrals to external health and social services as appropriate
- Understand and maintain levels of trained volunteers and student placements to increase hospice capacity to meet bereavement care needs (mentor/supervise)
- Provide ongoing support, education and information to individuals and families facilitating their end of life journey
- Maintain up-to-date and accurate data entry for required statistical tracking
- Participate in quality management activities
- Conduct evaluation of bereavement care services towards developing annual work plan
- Establish and maintain community partner relationships
- Work in an integrated manner with the hospice care providers and volunteers



- Develop and maintain content for the website as well as the newsletter and program handouts
- Maintain quality program evaluation and statistics as required by the organization
- Other duties as required.

### **Position Requirements:**

- Membership in the Ontario College of Social Workers and Social Services Workers
- Minimum 3-5 years of palliative care experience preferred
- Demonstrated experience in client assessment, counselling and the provision of grief support
- Demonstrated experience with group facilitation
- Demonstrated ability to manage challenging situations with excellent communication skills, empathy and effective negotiation and conflict resolution skills
- Additional training in the area of grief, loss, bereavement and mental health as well as experience with virtual care provision will be considered assets
- Knowledge of the healthcare system and community resources

### **Schedule of Hours**

- Typically Monday to Friday, 37.5 hours per week. To meet the needs of the program, there will be some evening/weekend work.

### **How to Apply**

Carpenter Hospice's commitment to fostering an inclusive culture is a critical philosophy of our organization. This belief helps guide us to provide the highest quality of care to all in our community and are fundamental in fostering a healthy and safe workplace.

We encourage candidates that meet position requirements to send us a cover letter and resume by email to:  
[admin@thecarpenterhospice.com](mailto:admin@thecarpenterhospice.com)

We thank you for your interest in Carpenter Hospice however only candidates considered for an interview will be contacted.