



Job Description

Job Title:	Bereavement Care Coordinator
Reports to:	Manager, Community and Volunteer Programs
Direct Reports:	N/A
No. of Position:	1
Job Type:	Permanent Part-Time, 0.5 FTE- 37.5 hours biweekly
Job Evaluation Band:	Coordinator 1-Clinical (\$36.01-40.53/hour based on experience in palliative care)

About the Organization

Carpenter Hospice is an 11-bed home in the heart of Burlington that offers resident-based care to individuals in the last stages of their lives, and community-based programs for individuals dealing with grief or a life-limiting illness.

Job Summary

The Bereavement Care Coordinator is responsible for providing psychosocial assessment and support for community clients and their loved ones as they navigate the end of life. This role will adopt a holistic perspective in the application of approaches that are person-centered and meet the goals of the individuals participating and seeking support in partnership with other residential hospice team members. The Bereavement Care Coordinator will oversee the planning, implementation, and evaluation of best practices to deliver a high-quality program. A key goal of this role is to enhance individual and collective well-being.

Duties and Responsibilities

The Bereavement Care Coordinator is responsible for addressing inquiries related to grief and bereavement support, including conducting intake, assessment, group facilitation, counselling and care coordination functions. The Bereavement Care Coordinator is responsible for developing community partnerships and collaborations, liaising with external stakeholders to deliver appropriate bereavement services to the Burlington area. Other responsibilities include:

- Setting and achieving program goals that align with the organization's strategic priorities and mission, vision, and values.
- Developing programs and services in collaboration with hospice and wellness programs that are responsive to the needs of clients and families directly receiving services in our residential program.
- Facilitating bereavement support groups, as well as providing individualized support services for community clients and their family members during end of life or to support their experience navigating a life limiting illness.
- Establishing and maintaining community partnerships to ensure an integrated approach to grief & bereavement programs and services.
- Aligning all services to best practices and HPCO accreditation standards in the design, delivery and evaluation of services.
- Partnering with our Volunteer and Wellness Coordinator to ensure that volunteers are prepared, trained and actively coached to support our resident care team and families in alignment with leading practices.
- Conducting evaluation of services to determine opportunities for quality improvement.
- Preparing statistical reports and ensure that documentation is aligned to professional, organizational and Ministry reporting standards.
- Working with other program coordinators and team members to create an annual organizational program calendar and develop and maintain program content for the website and other social media outlets.



- Working collaboratively with the Manager of Community and Volunteer Programs, as well as the Director of Community Impact and Engagement, to establish best practices, coach and mentor resident care staff, and provide training as needed to ensure an exceptional care environment for our clients and a collaborative, supportive environment for staff.
- Be a support for staff debriefing for the promotion of staff wellness and engagement
- Engage regularly in dialogue with peers across hospices to ensure alignment, advancement and implementation of practices aimed at advancing the recognition and effectiveness of grief and bereavement as an essential component of hospice services.
- Any other duties as assigned.

Key Qualifications and Additional Requirements

- Bachelor's degree in social work, or related field, required.
- Master's degree in social work and/or Certification in Thanatology is preferred.
- Demonstrated competence and expertise with group facilitation and training.
- Experience leading and evaluating programs.
- Strong Working knowledge of the Irish Adult Bereavement Care Pyramid and assessments that support identifying placement of individuals within the Care Pyramid.
- Experience in mentoring and managing volunteers, leading to productive outcomes for the volunteers and the organization.
- Demonstrated ability to manage challenging situations, effectively utilizing negotiation and conflict resolution skills.
- Knowledge of the healthcare system, hospice/palliative care philosophy, grief and bereavement and community resources.
- Additional education/training in mental health and experience with virtual programs will be considered assets.
- Excellent organizational and communication skills to successfully manage multiple priorities in a complex work environment.
- Strong working knowledge of electronic documentation systems, such as InfoAnywhere, and other digital tools to support practice.
- Knowledge of quality improvement methods and use of data to drive improvement, preferred.
- Excellent team player with high energy and enthusiasm. A strong ability to collaborate across disciplines, teams and the health system to ensure a positive people-centered approach to service delivery.
- Experience in palliative care is required.
- A satisfactory current criminal reference check (CPIC) including Vulnerable Populations

Schedule of Hours

Monday to Friday, 9:00am to 5:00pm. This role is a permanent, part-time role. The candidate must be flexible to work full or half days (aligned with operational needs) up to a maximum of 37.5 hours biweekly.

Ability to work flexible hours including evening hours and weekends, to meet the needs of clients and families, is required.

Working Conditions

- Interacts with residents, family members, staff, volunteers, and community organizations
- Ability and means to travel as needed

Note: Carpenter Hospice does not require mandatory inoculation against influenza, Hep A + B, however we recommend these inoculations and suggest talking to your primary healthcare practitioner about such precautions.

**How to Apply**

Please submit your resume and a cover letter to hr@thecarpenterhospice.com and use the subject line: **[Job Title] Application – Your Name**. We appreciate the interest of all the applicants. However, only qualified candidates selected for interviews will be contacted. Reference checks will be conducted for potential candidates and the information collected will be used in making the final hiring decision.

Equity and Accessibility Statement

At Carpenter Hospice, we are committed to fostering an inclusive and accessible environment. We are dedicated to building a workforce that reflects the diversity of the community. Accommodation is available upon request throughout the recruitment process. We encourage applications from individuals of all backgrounds and abilities.