



Job Title:	Grief & Bereavement Support Worker
Reports to:	Manager, Community and Volunteer Services
Direct Reports:	N/A
Employment Status:	Full-time, Permanent
No. of positions:	1
Job Evaluation Band:	Professional 3- Administrative- salary range \$27.21 to \$33.32 per hour
Work Location:	Burlington, Ontario

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 Grief & Bereavement Care Support Worker provides emotional and psychosocial support to individuals and families facing end of life or experiencing grief and loss. Working in collaboration with hospice and community palliative care teams, the role supports caregivers and loved ones through both anticipatory and post-death grief.

As a key point of contact for community members, the Support Worker conducts intake assessments and connects individuals to appropriate resources, tools, and supports. This role acts as a navigator, facilitator, and connector to both internal and external services.

The position contributes to the coordination and facilitation of grief support groups, helps identify emerging community needs, and recommends new pathways for support. By providing information, connection, and guided access to appropriate resources, the role supports individuals and families in navigating their grief. The goal is to enhance individual and community well-being through accessible, compassionate, and responsive grief and bereavement support.

Duties and Responsibilities

The Grief and Bereavement Support Worker plays a key role in responding to grief-related inquiries, conducting intake assessments, coordinating care, and navigating individuals to appropriate services and resources. This role also includes delivering educational presentations, developing supportive materials, and facilitating group-based supports in collaboration with team members such as the Bereavement Care Coordinator and Music Therapist. Staying informed about community partner programs is essential to the success of this role.

Additional responsibilities include:

- Conduct bereavement intake and screening assessments that consider the diverse needs of individuals and families, ensuring appropriate referral and connection to community programs and services.
- Provide short-term, structured support to individuals who require facilitated assistance, such as care navigation or case coordination, and refer those needing more intensive support to appropriate services.
- Develop and distribute bereavement resources and information to support individuals throughout their grief journey.
- Facilitate or coordinate support groups, remembrance events, and community healing circles in partnership with internal team members and external collaborators.
- Promote grief literacy and compassionate communities through public education, awareness campaigns, and workshops.
- Collaborate with community partners, such as schools, faith groups, and workplaces, to normalize grief and foster environments that are supportive of those experiencing loss.
- Train and mentor volunteers and community members in foundational bereavement support skills to help create safe and supportive spaces across the community.
- Align all programming with best practices including Hospice Palliative Care Ontario's accreditation standards, in the design, delivery, and evaluation of services.
- Prepare and maintain statistical reports and documentation in accordance with professional, organizational, and Ministry reporting standards.
- Engage regularly with hospice peers to share insights and practices that advance grief and bereavement as an essential component of hospice care.
- Perform other duties as assigned.

Key Qualifications & Job Requirements

- Diploma or degree in Social Service Work, Social Work, or a related human services field required; Bachelor of Social Work preferred.
- Registration in good standing with the Ontario College of Social Workers and Social Service Workers, or another Regulated Professional College.
- Minimum 3–5 years of experience in a community-based setting providing grief, mental health, or social support services preferred.
- Strong working knowledge of the Irish Adult Bereavement Care Pyramid and related assessment tools.
- Strong working knowledge of electronic documentation systems and other digital tools to support practice.
- Demonstrated ability to work with diverse populations and cultural understandings of grief and loss.
- Excellent communication, facilitation, and interpersonal skills, including demonstrated competence in group facilitation and training.
- Ability to work independently and collaboratively within a multidisciplinary team.
- Knowledge of community supports and services, preferably within the Halton region, and familiarity with hospice, palliative care, or community health settings.
- A satisfactory current criminal reference check (CPIC) including Vulnerable Populations



Schedule of Hours

- Monday to Friday, thirty-seven and half (37.5) hours per week, 9:00am to 5:00pm
- Ability to work flexible hours including evening hours and weekends, to meet the needs of clients and families

Working Conditions

- Interacts with residents, family members, staff, volunteers, and community organizations
- Ability and means to travel as needed; a valid G license and access to a reliable vehicle for travel is required.

Equity and Accessibility Statement

We are an equal opportunity employer and are committed to building an inclusive and accessible work environment. We encourage applications from individuals of all backgrounds and abilities. Accommodations are available upon request throughout the recruitment process.

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 applicants. However, only those selected for an interview will be contacted. Reference checks will be conducted for potential candidates and the information collected will be used in making the final hiring decision.