



## **Job Posting: Supportive Care Program Intake and Group Programs Coordinator**

**Job Type:** Permanent, Full-Time – 37.5 hours/week

### **PURPOSE OF ROLE AND STRATEGIC ALIGNMENT**

As our Hospice continues to strategically expand its Supportive Care Program a client-friendly and efficient intake process is essential. The Supportive Care Program Intake and Group Programs Coordinator is the first point of contact with our referral partners and clients. Compassionately gathering information from clients and families, openly listening to needs, and clearly describing available programs and services will help create a caring therapeutic environment. Creative group programs are a cornerstone of our community-based programs and give clients opportunities to share experiences, receive support, as well as learn new coping and stress management strategies. This role is pivotal to delivering quality group programs that meet the diverse needs of community members.

### **ABOUT OUR HOSPICE**

We share a passion for providing the best possible end-of-life care and grief support for hospice residents and families, as well as community dwelling clients and caregivers.

We are looking for caring, collaborative social workers to join our newly created Supportive Care Team. Please get in touch if you are seeking a career opportunity where you will:

- Make a difference to people experiencing a life-limiting illness and their caregivers throughout their palliative journey.
- Focus on holistic grief and bereavement programs and services.
- Provide specialized one-on-one counselling.
- Design and deliver creative group programs.
- Receive a competitive salary and benefits package as a valuable member of a team that includes: Supportive Care Program Manager, Intake and Group Program Coordinator, Social Workers, Spiritual Care Providers, Music Therapist and Volunteers.

If our vision - *Together, we create a community where the best possible end-of-life care and grief support are available* – connects with your personal mission, please submit an application. You may not have all the qualifications listed below, and in your cover letter we encourage you to describe your interest in the role and how you could address any gaps.

<https://www.chathamkenthospice.com/join-our-team/>

## **ABOUT OUR COMMUNITY**

Located in southwestern Ontario, Chatham-Kent is a safe, affordable and beautiful place to live. The region offers a variety of competitively priced lifestyle options, from downtown living to lakeside escapes. With access to both rural lifestyle and urban amenities, it is a great place to call home. For outdoor enthusiasts, parks, beaches and lakes are close by. There's a thriving arts, culture and entertainment scene. Easy commutes paired with health care, educational and retail services make our community ideal for people at all career stages.

<https://www.chatham-kent.ca/livingck/livinginck/Pages/default.aspx>

## **MAJOR RESPONSIBILITIES**

### **INTAKE PROCESS**

- Coordinates the intake process for residential Hospice clients and families, and community-dwelling clients and caregivers.
- Conducts intake assessments by telephone.
- Collaborates with the Hospice Navigator to identify appropriate community supports throughout the palliative journey and ensures clients experience smooth transitions to Hospice.
- Communicates (to the Supportive Care Program Team) readiness for individual, family and group programs and other services.
- Manages the Supportive Care Program waitlist and makes referrals to appropriate health care and community services.
- Maintains accurate and confidential records, in accordance with Chatham-Kent Hospice policies and procedures.

### **GROUP PROGRAM COORDINATION, DELIVERY AND EVALUATION**

- Collaborates with Supportive Care Program team members, volunteers and service providers to plan, coordinate and promote group programs. This includes: conducting needs assessments, developing a program calendar, booking space, coordinating programs with volunteers and service providers, and evaluating programs.
- Facilitates group programs in community settings throughout Chatham-Kent.
- Develops and implements a client-friendly, streamlined registration process.
- Responds to inquiries about Supportive Care Program Services from community members, clients and community partners.

### **CARE PLANNING AND COUNSELLING**

- Supports a small community-based caseload including: traumatic bereavement and complex/prolonged grief.
- Uses assessments as the framework to develop and deliver integrated care plans; and for interdisciplinary team communications.
- Provides client-focused psychoeducation with a focus on grief, bereavement, positive coping strategies and open communication methods.
- Participates in case conferences/community meetings to support and advocate for client mental health and well-being needs from a grief and bereavement perspective.
- Maintains accurate, timely and confidential documentation and records, in accordance with the standards of a Professional College, Chatham-Kent Hospice policies and procedures, and accreditation standards.
- Provides coverage for social work support, advocacy, as well as individual, couple and family counselling, as needed.

## **ORGANIZATIONAL, TEAM AND PROFESSIONAL CONTRIBUTIONS**

- Builds strong relationships with Hospice managers, staff, volunteers, and community partners consistent with the mission, vision and values of Chatham-Kent Hospice.
- Contributes to Hospice employee wellness and resiliency strategies; and supportive care education for Hospice employees and volunteers.
- Assists with developing and facilitating grief and bereavement education sessions/presentations to support external healthcare professionals and community partners, as requested by these organizations.
- Participates in team meetings and contributes to a team culture that fosters collaboration, mutual support, program improvements based on data and outcomes, and creative program development to ensure Supportive Care programs are client/relationship-centred, effective and efficient.
- Collects data, on schedule, as required by the Supportive Care Program Manager for statistical, reporting, improvement and funding purposes.
- Implements professional development plans based on active participation in performance reviews. Attends relevant professional development conferences, workshops and other in-service learning opportunities. Shares learnings with Supportive Care Program team members to help build team capacity.
- Creates a supportive learning environment for Social Work students, and supervises students.
- Represents Chatham-Kent Hospice in a positive and professional manner, and promotes the best interest of the organization at speaking engagements and participating on external committees, task forces, and networks.
- Participates in community events designed to promote Supportive Care programs and services.
- In the absence of the Supportive Care Manager, fulfills assigned responsibilities and coverage.
- Provides coverage for Residential Hospice Supportive Care program services and community programs, as needed, including (but not limited to): attending interdisciplinary team rounds; providing social work support for residents, families, and community clients; and coordinating legacy projects and volunteer support services with the Volunteer Coordinator.
- Understands and promotes the culture of philanthropy at Hospice and serve as a philanthropic ambassador within the organization and in the community.
- Performs all other duties as assigned from time to time.

## **REPORTING AND WORK RELATIONSHIPS**

- Reports to Supportive Care Program Manager, or designate.
- As a member of our interdisciplinary team, works closely with other Supportive Care team members, Residential Hospice team (including Manager of Clinical Operations, Residential Care Supervisor, Hospice Navigator, and front-line staff), Volunteer Coordinator and volunteers.
- Collaborates with community partners and service providers.

## **PREFERRED QUALIFICATIONS**

- Master's Degree in Social Work, or Counselling or equivalent from an accredited university.
- Certificate/Courses in Thanatology, Grief and Loss, Bereavement; Fundamentals of Hospice Palliative Care; End-of-Life Care and Palliative and Hospice Services; Trauma-Informed best practices; and Cultural Competencies.
- Sound assessment, care planning, problem solving and documentation skills.
- Excellent communication, relationship-building, organizational and client advocacy skills.
- Demonstrated skills to facilitate bereavement groups effectively and confidently.
- Member in good standing with the Ontario College of Social Workers and Social Service Workers and/or the College of Registered Psychotherapists of Ontario.
- Possess good communication, assessment, time management and interpersonal skills.
- Familiar with tools including MS Office (e.g., Outlook, Word, Excel)
- Bilingual (English/French) is considered an asset.

## **PREFERRED EXPERIENCE**

- Minimum three to five years' related experience in intake coordination, counselling bereaved persons and/or facilitating group programs.
- Demonstrated knowledge of and commitment to the principles of relationship centred care.
- Ability to develop positive work relationships with interdisciplinary team members and external collaborators.

## **REQUIREMENTS**

- Able to work flexible hours including some evenings.
- Access to reliable vehicle for travel within Chatham-Kent. Valid driver's licence and automobile insurance.
- Must carry independent mental health professional liability insurance.
- **Screening**
  - Vulnerable Sector Police Background Check
  - Health Screening Requirements:
    - Two-step Tuberculin Skin Test (TST)
    - Up-to-date Tetanus immunization

## **COMPENSATION PACKAGE**

Based on qualifications and years of experience as outlined within the job description:

Salary Range: \$73,000 - \$85,000

Vacation: 3 weeks

Pension: Healthcare of Ontario Pension Plan (HOOPP)

Benefits: Comprehensive benefit plan includes prescription drug coverage, vision care, health care, dental care, and life insurance/accidental death and dismemberment

Professional Development Opportunities

## **HOW TO APPLY**

Chatham-Kent Hospice welcomes all members of the community, regardless of race, national origin, colour, political affiliation, religion, age, sexual orientation, gender identity or expression, family status, marital status (including single status), economic circumstance or disability. This is to be reflected in the individuals we care for as well as in our recruitment strategies for both staff and volunteers to ensure that we reflect the diversity of the Chatham-Kent Community.

Chatham-Kent Hospice is an inclusive employer dedicated to building a diverse workforce. We welcome and encourage applications from all qualified candidates, who embrace our core values, and will accommodate applicants' needs throughout all stages of the selection process. All information received relating to accommodation will be addressed confidentially.

Please send your cover letter and resume in PDF format, as well as any questions or accessibility support requests to Sarah Baute, Human Resources Manager at [sbaute@chathamkenthospice.com](mailto:sbaute@chathamkenthospice.com)

We thank all applicants for their interest, however, only those selected for an interview will be contacted.

**Deadline:** January 29, 2024 at 12:00 p.m.