



Job Posting: Palliative Care Clinical Coach

Job Type: Temporary, Full-Time – 37.5 hours/week
(funded contract ends March 31 2026, with possibility of extension)

PURPOSE OF ROLE AND STRATEGIC ALIGNMENT

The Clinical Coach is responsible for working with participating community organizations in alignment with provincial direction established by Ontario Health and guidance developed by the Ontario Palliative Care Network. The Clinical Coach will drive practice change, with a focus on improving access to and quality of clinical care, aligned to the [Palliative Care Health Services Delivery Framework in the Community](#) ("The Delivery Framework") and the [Ontario Palliative Care Competency Framework](#).

The Clinical Coach will:

- Provide palliative care coaching and mentoring to staff and clinicians in participating community organizations, to build primary-level palliative care competencies.
- Collaborate with leaders of community organizations on local service integration, and change management initiatives, using quality improvement methodologies to achieve results.
- Consult on clinical care when the complexity of the patients' needs is beyond the existing competencies of providers (in the community organizations).
- Provide support to Indigenous communities and Indigenous organizations for their implementation efforts, where Indigenous communities wish to be involved, in collaboration with regional partners.

Reports to: Manager of Clinical Operations – Closely liaising with the OH West Leadership Team responsible for Palliative Care to accomplish implementation goals.

ABOUT OUR HOSPICE

Hospice Palliative Care is a philosophy of care which focuses on comfort, quality of life, and supporting the precious moments families will share with their loved ones during their final days together. The Chatham-Kent Hospice is a charitable organization that operates a 10-bed residential facility that serves people with life-threatening illnesses and those they call family and friends. In collaboration and consultation with physicians, a multi-disciplinary care team, and volunteers, we support our residents to live each day with dignity and honour by providing compassionate, end-of-life care in a home-like setting.

To learn more about our Residential Hospice and Supportive Care Programs, visit:
<https://www.chathamkenthospice.com>

Hospice offers a competitive wage and many benefits including free parking, free employee benefits, HOOPP pension plan and professional development opportunities.

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>

KEY RESPONSIBILITIES

- A. Co-create the regional Delivery Framework implementation plan with Ontario Health, including required measurement and reporting.
 - Attend all regional planning meetings and contribute to the regional palliative care implementation plan, especially plans for education and practice change.
 - Keep comprehensive records and support data collection for measurement and reporting.
 - Provide feedback on key learnings related to coach role, along with providing input and reviewing regional progress reports as required.
- B. Foster regional collaboration and contribute to broader system integration.
 - Develop relationships with key partners to establish trust, credibility, and respect.
 - Clearly articulate key messages that resonate across different partner groups and audiences.
 - Update the regional implementation team on challenges and opportunities in the community.
 - Support Ontario Health Team planning and/or implementation of palliative models of care (where there is readiness).
- C. Ensure alignment of community implementation with the guidance of the Ontario Palliative Care Network
 - Participate in relevant provincial level committees, working groups and task forces.
 - Support the regional advisory groups and subject matter experts who provide clinical leadership.
- D. Lead engagement and community-building activities with participating organizations.
 - Develop and present materials that express palliative care concepts and implementation plans effectively.
- E. Provide support to Indigenous communities and organizations for their implementation efforts, as requested by those organizations and, where appropriate, in collaboration with regional partners
- F. Critically evaluate the quality of palliative care in participating community organizations.
 - Collaborate with leadership teams from participating community organizations to identify strengths and gaps in the palliative care they currently provide and in the relevant provider policies and practice documents.
 - Guide the creation of a quality improvement plan to address gaps.
- G. Build competency amongst front-line community providers in the delivery of primary-level palliative care.
 - Promote/provide palliative care education in participating community organizations, aligned to the [Ontario Palliative Care Competency Framework](#).
 - Provide informal, case-based educational opportunities (coaching) for health service providers in community organizations, incorporating principles of adult learning.
 - Provide palliative care mentoring for health service providers in the community.
 - Complement the work of educational organizations, such as Ontario CLRI and Pallium Canada.

- H. Guide palliative care quality improvement (QI) and practice change initiatives in participating community organizations.
- Assist with quality improvement initiatives to implement the [Delivery Framework](#) (with an initial emphasis on the prioritized recommendations) by:
 - Providing education on QI methodologies and tools
 - Encouraging the application of QI to improve patient care.
 - Building internal and external relationships, to enhance communication among all staff.
 - Tracking and evaluating progress.
 - Sustaining best practice by updating policies and procedures.
 - Works closely with regional partners, including equity deserving populations, to ensure implementation of the model addresses barriers to access to care for priority populations.
- I. Consult on clinical care.
- Offer consultation as a palliative care expert to service providers in person, onsite, by telephone, by videoconference or through email.
 - Provide limited and occasional direct patient care.

QUALIFICATIONS & COMPETENCIES

Necessary:

- A degree in a registered health care discipline (e.g., RN, NP) with substantive experience and training in palliative care (e.g., CAPCE). A graduate degree is an asset (e.g., MScN).
- Minimum five (5) years' experience in practice in palliative care is required.
- Knowledge of relevant legislation and reporting requirements, including the Fixing Long-Term Care Homes Act, the Excellent Care for All Act and the Compassionate Care Act and other pertinent legislation and regulations related to professional practice is required.
- Access to reliable and efficient mode(s) of transportation to enable travel required to support participating community organizations across the Chatham-Kent Ontario Health Team region.

Preferred:

- Experience supervising clinical staff is preferred.
- Experience working with large-scale quality improvement initiatives.
- Additional training in gerontology and project management experience are assets.
- Research and/or program evaluation experience with knowledge of evidence-based processes, including appraisal of research, application of findings and collaboration on research.
- Experience working with a range of roles, disciplines, and levels of staff in different health care settings.
- Experience working across health care settings.
- Fluency in French and/or another language is an asset.

Knowledge and Skills:

- Strong clinical coaching and debriefing skills, with both individuals and teams.
- Strong consultation skills, with expert knowledge of models of consultation and their application with individual, team and community service providers.

- A good understanding of regional priorities and local health care needs, within Ontario's health care landscape.
- Ability to work well under pressure and use good judgment in assessing difficult situations.
- Aptitude for proactive problem solving, using strong critical thinking, and negotiating skills.
- An ability to develop relationships based on trust, compassion, and empathy.
- Strong active listening and interpersonal communication skills for one-on-one coaching.
- Experience designing education to effectively address palliative care training needs of inter-professional learners.
- Excellent communication skills and experience with culturally responsive teaching.
- Supports the advancement of equity, inclusion, and diversity across Ontario's health care system.
- Commitment to engage with First Nations, Indigenous, Métis and urban Indigenous people as they self-determine their own approach to palliative care.
- Proficiency in educational technologies (e.g., webinars, apps) as well as knowledge of Microsoft Outlook, Word, Teams, PowerPoint, and Excel.

REQUIREMENTS

- Access to reliable vehicle for travel within Chatham-Kent. Valid driver's license and automobile insurance.
- 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: \$83,000 – \$97,500
- Vacation: 4 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 by September 9, 2024 at 4:00 p.m.

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