



Job Posting: Hospice Navigator & Palliative Care Educators

Position Status: 1 - Permanent Full-Time; 1 - Temporary Full-Time
Shifts: 75 hours biweekly, schedule to be determined
Reports to: Navigator Team Lead & Palliative Care Clinical Coach, or designate

PURPOSE OF ROLE AND STRATEGIC ALIGNMENT

The Navigator & Palliative Care Educator plays a lead role is key to fulfilling Chatham-Kent Hospice's commitment to providing best practice palliative care experiences for our residents and their families; and to enhancing our region's capacity for integrated, coordinated palliative care in all settings.

The Navigator & Palliative Care Educator works in collaboration with the Chatham-Kent Hospice leadership team to promote excellence in the delivery of high-quality, safe person-centred care.

As an experienced palliative care nurse with excellent assessment, community development, project management and facilitation skills, the Navigator & Palliative Care Educator develops care pathways to Chatham-Kent Hospice to promote best practice care along each person's journey; and coordinates admissions to hospice. The Navigator & Palliative Care Educator raises awareness of hospice care and services, advance care planning, and other related topics for members of the public, and health care service providers.

The Navigator & Palliative Care Educator is pivotal to offering palliative care educational programs and coaching; and practice changes within Chatham-Kent Hospice. Working closely with community partners including Ontario Health at Home, CKHA and EMS, the Navigator & Palliative Care Educator implements projects to streamline admissions to hospice and improve patient experiences. Under the guidance of the Navigator Team Lead & Palliative Care Clinical Coach, this role seeks opportunities to enhance palliative care in community settings through quality improvement initiatives and education.

REPORTING AND WORK RELATIONSHIPS

- Reports to the Navigator Team Lead & Palliative Care Clinical Coach, or designate
- Collaborates with all Leadership Team members; physicians, nurses, PSWs and volunteers.
- Works closely with the Care Manager and community partners.

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

COMMUNITY FOCUS:

Coordination of Care

- Implement best practice, quality palliative care by helping guide people with life-limiting/life-threatening illnesses and their caregivers through their journeys.
- Develop care pathways to hospice.
- Fulfil commitments made in CKOHT Palliative Care Leading Project and Ontario Health at Home related to receiving all referrals from primary care and making referrals to Chatham-Kent Hospice basket of services.
- Apply the principles of relationship-centred care and care coordination to improve patient/resident/family experiences.
- Meet in-person (whenever possible) with patients living at home and retirement homes, or in hospital, who express an interest in hospice care to understand their needs, concerns and priorities, and then:
 - Identify service gaps.
 - Provide education and information about care options and resources.
 - Coordinate referrals to specialized treatments for physical, emotional and mental well-being
 - Perform comprehensive assessments, determining eligibility for palliative care services, Hospice services and preparing documentation for admission to Hospice for end-of-life care (as appropriate)
 - Monitor and reassess.
- Communicate with families of residents in long-term homes to understand needs and make recommendations to improve quality of life.

Transition to Hospice

- Support the transition from home or hospital to Hospice by completing the Hospice intake process and liaising with the Care Manager.
- Participate in team rounds and care conferences to provide continuity of care.
- Liaise with physicians on admissions and complex cases.
- Provide practical, expert support to team members (e.g. complex health or life situations)
- Ensure caregivers are aware of support available to them during their grief and bereavement.

Community Development & Liaison

- Liaise with primary care providers, health care teams, cancer centres, home and community care, social services and referral sources to:
 - Enhance understanding of appropriate referrals (health status and timing) to community resources, Hospice and Supportive Care Services.

- Streamline the referral to Hospice process.
- Raise awareness of palliative care best practices and learning opportunities available.
- Promote Hospice and actively seek referrals to residential Hospice and Supportive Care.
- Contribute to revamping of and co-facilitate interprofessional community rounds.
- Coordinate and implement projects, with community partners (e.g. EMS), designed to improve patient experiences.
- Provides expert mentorship and coaching as requested by community partners and physicians.
- Maintains regular contact with relevant agencies and organizations at the local, provincial and national levels.
- Represent Chatham-Kent Hospice at designated committees, educational institutes and community groups to increase awareness of palliative care and Chatham-Kent Hospice; and support special projects.
- Develop, facilitate and evaluate palliative care and hospice awareness programs for community members.

RESIDENTIAL HOSPICE FOCUS:

Transition to Hospice and Care Planning

- Leads transitions to hospice improvement opportunities.
- Contributes to individualized care plans for each resident.

Quality Improvement

- Actively seeks opportunities to improve Hospice policies and procedures, processes, programs and services; enhance support (for example by exploring options for volunteer roles).
- Collaborates with appropriate managers and staff to develop, implement and evaluate practice changes within Chatham-Kent Hospice.
- Develops working/operational resource manuals for standard operating procedures.
- Develops and implements RNAO Best Practice Spotlight Organization initiatives

Education & Coaching

- Develops learning plans for nurses and PSWs.
 - Conducts learning needs assessments, provides recommendations and plans education plans to support strategic priorities, innovation and evidence-based practice.
 - In collaboration with the Care Manager, ensures entrance to practice competencies, standards of care, health & safety requirements, guidelines and legislation are met.
 - Maintains an inventory of learning resources.
- Coordinates the implementation and evaluation of educational opportunities.
 - Design and facilitate education programs and related tools based on adult learning principles and clinical best practices.
 - Contribute to hospice volunteer educational programs.
 - Identify external learning programs and coordinate their implementation at Hospice.
 - Develops mechanisms for sharing resources with the Palliative Care Clinical Coach and community partners.
 - Creates and implements evaluation strategies, and makes improvements based on feedback.

Complex Case Consultation Support

- Provides expert mentorship and coaching to primary care clinicians, nurses and other members of the interdisciplinary team.

- Provides consultation and/or clinical support to health care professionals and peers based on best practice as identified in the Model to Guide Hospice Palliative Care.
- Provides education to health care professionals both at the patient bedside, classroom settings and virtually.

Operational Support

- Reviews and revises policies and procedures related to professional practice and clinical nursing and PSW care.
- Provides subject matter expertise and resource support to strategic initiatives.
- Participate in the administrative on-call rotation.
- Provide coverage for a clinical shift when all efforts to fill a shift have been exhausted and support or cover staff breaks as required
- Provides vacation coverage for the Palliative Care Clinical Coach and Care Manager.

ORGANIZATIONAL, TEAM AND PROFESSIONAL CONTRIBUTIONS

- Contributes to Chatham-Kent Hospice Leadership Team meetings, strategy sessions and priority projects. Functions as a project lead/manager on assigned initiatives.
- Is a member of the People & Culture Action Plan.
- Participates in relevant professional development, learning and coaching opportunities to stay current on best practices; and shares this knowledge with colleagues and collaborators.
- 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.

QUALIFICATIONS & COMPETENCIES

Necessary:

- Current Registered Nurse or Registered Practical Nurse in good standing with the College of Nurses of Ontario (CNO).
- Palliative Care Certification e.g. Comprehensive Advanced Palliative Care Education Program (CAPCE), Learning Essential Approaches to Palliative Care (LEAP) (or willing to complete).
- Canadian Nurses Association Hospice Palliative Care Certification (or willing to complete), if applicable.
- Experience supporting people with life limiting illnesses and their care partners preferably in community settings.
- Committed to inclusivity, health equity and smooth care transitions.
- Excellent interpersonal skills including the ability to ask good questions, listen well, identify what's most important to individuals, and build trust relationships with patients, families and many partners.
- 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.
- A good problem solver who has an "always improving" mindset.
- A quick learner with a solid understanding of the health and social services.
- Well organized and able to work remotely and in the Hospice.
- Able to use Microsoft suite of tools and Electronic Medical Records.

- Clean driver's abstract, current, valid Class "G" Driver's License and insurance and reliable transportation to support travel across Chatham-Kent and the province, as required.

Preferred:

- Minimum 3 years in palliative care delivery and/or system design in Hospice and community settings.
- Fluency in French and/or another language is an asset.

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: \$75,000 – \$90,000
- Vacation: 3 weeks
- Pension: Healthcare of Ontario Pension Plan (HOOPP)
- Benefits: Comprehensive benefit plan for **permanent** position includes prescription drug coverage, vision care, health care, dental care, and life insurance/accidental death and dismemberment
- In-lieu of benefits: \$0.80/hour for **temporary** position
- 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 resume in PDF format indicating which position you are applying to as well as any questions or accessibility support requests to Jocelyn Watson, Human Resources Manager at hr@chathamkenthospice.com by May 11, 2026 at 4:00 p.m.

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