

Pacific Rim Hospice Society seeking Caregiver Support Worker (CSW)

Pacific Rim Hospice Society (PRHS) is seeking a Caregiver Support Worker (CSW). The CSW plays a critical role providing at-home, non-medical care to clients within the Friends and Family Caregiver Support Program. The CSW is responsible for ensuring that clients receive the appropriate services (friendly visiting, assistance with daily activities, etc.) required in a manner consistent with PRHS's policies and best practices. The CSW will work with the Caregiver Support Coordinator in a collaborative style that contributes to strong team and relationship building; have strong administrative skills, and the ability to deeply listen. The CSW ensures that care and support are delivered in an effective and efficient manner, while maintaining the spirit, dignity and individual needs of the clients, their families, and loved ones.

About Pacific Rim Hospice

With the generous support of our community, since 1994 Pacific Rim Hospice has a legacy of providing hospice palliative care across the region, including: Ahousaht, Area C – ACRD; Esowista, Hitacu, Hot Springs Cove, Macoah, Opitsaht, Tofino, Ty-histansis and Ucluelet. Its success is built on years of dedication and hard work from its staff, board, volunteers and community members. Our dedicated volunteers and staff provide care and compassionate psycho-social services to individuals at home, at the Tofino General Hospital, in community and

The mission of PRHS is to enhance the quality of life for individuals and families in the Pacific Rim region during illness, injury, death and grief through education and compassionate care.

Values provide a touchstone for grounding us in the many small and major situations that we encounter in life. Our values can help us respond in consistent, effective and meaningful ways. At PRHS, we believe that each of us has the right to die pain-free and with dignity, and that our loved ones and caregivers will receive the necessary support to allow us to do so. This spirit governs relationships among clients, families, staff, volunteers and those from the community with whom we serve. We also believe in the following values:

Client Focused Care and Service

The client is the centre of all activities and is entitled to individualized, compassionate quality care and service.

Personal Autonomy and Choice

We believe that individuals retain their rights to personal autonomy and choice, informed consent and established standards of care. It is understood that personal autonomy includes respect for the rights and safety of others.

Excellence and Innovation in Care and Service

We strive for excellence in care and innovation in programming.

Collaboration and Team Work

We believe that through collaborative interdisciplinary team process we continue to achieve the highest quality of care in all activities.

Trust, Honesty and Integrity

We believe that these are the values that guide our interactions with our clients, families, employees and volunteers.

Responsible Resource Management

We believe that effective and efficient use of available resources ensures that the Society's tradition of providing excellence in care will be sustained from the present into the future.

PRHS goals include ensuring that people with life-limiting illness have equitable access to quality end-of-life care in our community; supporting family members and caregivers as they care for their loved ones and come to terms with their impending loss; assisting the bereaved as they strive to go on living; educating and inspiring community members to fully appreciate those individuals and families who are experiencing end-of-life transitions; and community education to all adults about the importance of advance care planning.



Caregiver Support Worker Job Description 2026

Job Summary

Reporting to the Executive Director and the Caregiver Support Coordinator (CSC), the Caregiver Support Worker (CSW) plays a vital role providing at-home, non-medical care to clients within the Friends and Family Caregiver Support Program. The Family and Friend Caregiver Support Program is a resource available to primary and long-distance caregivers aged 55+, or caring for a loved one aged 55+. The program offers 1-1 emotional support, community support, and non-medical respite. The CSW is responsible for at-home, non-medical visits, and ensuring that clients receive the appropriate services required in a manner consistent with PRHS's policies and best practices. The CSW ensures that care and support are delivered in an effective and efficient manner, while maintaining the spirit, dignity and individual needs of the clients, their families, and loved ones.

Clients

- Perform intake and assessment of clients
- Support clients directly. CSW offers non-medical services in the client's home
- Maintain regular contact with clients
- Follow up with clients – including phone calls and emails

General

- Attend monthly staff team meetings
- Submit monthly reports for board meetings, Annual Report etc.
- Attend meetings, workshops, and trainings where appropriate and pre-approved by ED. Yearly budget amounts and training goals to be decided.
- Participate in strategic planning

Service Delivery

- Support and contribute to an interdisciplinary team to ensure that hospice clients and families receive the appropriate support services
- Assess referrals and needs of community clients and families
- Ensure adherence and accountability to PRHS philosophy, program mandates and agency policies
- Work in partnership with the Caregiver Support Coordinator
- Travel between communities providing non-medical respite for 1-2 hours at a time
- Offer companionship through deep listening, as well as interest and enthusiasm about the client's life

- Safety maintenance activities including clean-up, laundry of soiled bedding or clothing, and meal preparation
- Cueing (providing prompts to assist with the completion of tasks)
- Personal care
- Collaborate with family members and the Caregiver Support Coordinator to ensure care plans are followed

Requirements

- BC Care Aide & Community Health Worker Registration number or relevant work experience
- Minimum 2 years prior experience working as a care aide in Hospice care, assisted living, nursing homes, or at-home care
- Experience working with seniors, individuals with disabilities, or those requiring specialized care
- Secured long-term housing in Ucluelet, Millstream, Hitacu, Macoah, Esowista, Ty-Histanis, or Tofino
- Valid BC Driver's License and access to use of a reliable vehicle
- Proficient in the use of word processing, databases, spreadsheets, e-mail, and Google Workspace
- Strong verbal and written communication skills
- Ability to work independently while following established care plans and schedules
- Demonstrated commitment and passion for comfort care, client focused service, community engagement and the non-profit sector
- Demonstrated commitment to diversity, inclusion and equity

Competencies

- Excellent overall leadership, administrative skills with the ability to manage multiple priorities
- Exceptional interpersonal and communication skills, with a demonstrated ability to respect confidentiality and use discretion
- Sound decision-making, problem-solving, and conflict resolution skills
- Represent the PRHS in a professional manner
- Demonstrated self awareness, with the ability to navigate personal assumptions, values, principles, strengths, and limitations
- Ability to carry out leadership role with integrity that reflects that same core values of PRHS
- An understanding and acceptance of the PRHS's philosophy and values

Working Conditions

- Requires flexible availability to accommodate a work schedule that may include on-call services with reasonable notice. Travel inter-community is required.

Job is approx. 20-25 hours per week, flexible schedule.

Wage is \$25-30/hr.

****All applicants must have secured, guaranteed local accommodation prior to applying for this job****

To Apply

Please send your resume and cover letter Attn: Tarni Jacobsen, Executive Director, to executivedirector@pacificrimhospice.ca

Applicants will be interviewed on an ongoing basis until a successful candidate is found.