

Pacific Rim Hospice Society

Friends and Family Caregiver Support Coordinator

Summary of Role:

Pacific Rim Hospice Society (PRHS) is seeking a Coordinator for the NEW Friends and Family Caregiver Support Program for an employment contract for one year starting April, 2025 – March 31, 2026. A competitive living wage is offered at \$25-\$30/hr. A flexible schedule is required. Job is approx. 25-35 hours per week, flexible schedule. Starts April 2025 until March 31, 2026. Job may be extended based on funding.

Under the supervision of the PRHS Executive Director, the FFCS Coordinator will be responsible for creating new programs for caregivers and their loved ones in multiple communities in the Pacific Rim Region. Some of the programs may include one to one support of caregivers; caregiver circles of support; creating a day program for the loved ones of caregivers; information and referral; navigation of health and community supports, informal respite; educational workshops; special events etc.

The FFCS Coordinator will have a collaborative leadership style that contributes to strong team and relationship building; excellent administrative skills, including organization and attention to detail; superior communication and the ability to deeply listen.

Primary Duties & Responsibilities

1. Assist in the creation of a need's assessment for caregivers and their loved ones.
2. Researching other caregiver support models.
3. Facilitate weekly circles of support groups in various communities.
4. Coordinate and provide one-on-one support via telephone, virtual and in-person.
5. Schedule volunteers supporting the FFCS Program.
6. Act as a liaison between the Better at Home Coordinator, Community Connector and other staff and caregivers, helping participants get access to care and services they need.
7. Maintain confidentiality, especially related to sensitive organizational, member and other generally private information.
8. Administrative tasks such as arranging meetings, clerical tasks, and record keeping.
9. Stay current on organizations providing practical services through research and obtain resources and referrals for seniors and their families.
10. Maintain contact and collaborate with other United Way BC funded programs in the community, as well as other United Way Family and Friend Caregiver Support Programs locally and provincially.



11. Work in collaboration with PRHS Better at Home Coordinator and Community Connector.
12. Maintain clear communications with Hospice Care Coordinator and Better at Home Coordinator in the recruitment, retainment and ongoing collaboration with the volunteers of FFCS.
13. Maintain statistics and prepare monthly, quarterly and annual reports. Also, maintain caregiver records and track participation
14. Attend monthly staff team meetings
15. Submit reports for board meetings, Annual Report etc., as directed by supervisor.
16. Attend monthly education seminars and educational opportunities.
17. Attend conferences, as directed by supervisor.
18. Promote the FFCS program to allied health professionals and local agencies.

Workplace Safety

- Identifying risks and ensure a safe environment for activities for clients, volunteers and staff.
- Assist in the development of standards and procedures that will eliminate or reduce those risks
- Implement, promote and evaluate these standards and procedures
- Other duties as required

Requirements

- Post-secondary degree in related field (preferably communications, human resources, social work, etc.) or equivalent in education and experience
- Valid BC Driver's License and access to use of a reliable vehicle with valid insurance
- Minimum of 3 years of related experience in social services and/or human resources, preferably in non-profit or community services
- Proficient in the use of word processing, databases, spreadsheets, e-mail, social media, presentations, in particular Microsoft Office
- Demonstrated commitment to equity, diversity and inclusion

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/FFCS 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/PRBH
- An understanding and acceptance of the PRHS's philosophies and values
- Excellent English language skills
- Travel inter-community is required

To Apply:

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

We are an equal opportunity employer who encourages and supports a diverse and inclusive working environment. We promote a healthy, supportive and balanced workplace. We offer flexible work hours location and competitive living wages.

Applicants will be interviewed on an ongoing basis until a successful candidate is found. We appreciate your time and effort to apply for this position, however, not all candidates will be contacted.



About Pacific Rim Hospice Society and the Pacific Rim Better at Home Program:

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 and in community.

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.

The Pacific Rim Better at Home Program:

The Pacific Rim Better at Home Program offers non-medical home supports to elders/older adults (55 years and older) in order to keep them living in their homes more comfortably. It is available in ten west coast communities, to varying degrees, and may include the following:

- Friendly Visiting Program – older adults paired with a weekly volunteer visitor
- Light house cleaning
- Transportation to medical and health appointments – locally.
- Light yard work
- Help with groceries/pharmacy orders
- Warm meal delivery program
- Social meals, in partnership with other CBSS