

Pacific Rim Hospice Society seeking Hospice Care Coordinator (HCC)

Pacific Rim Hospice Society (PRHS) is seeking a Hospice Care Coordinator (HCC). The HCC plays a critical role in the recruitment, training, scheduling, supervising, educating and supporting of hospice volunteers. In addition to the responsibilities of the volunteer program, the HCC is also an interdisciplinary team member, responsible for ensuring that clients receive the appropriate services (bereavement care, palliative/EOL support etc.) required in a manner consistent with PRHS's policies and best practices. Grief and bereavement is a vital hospice service; we offer one to one counselling and support, structured grief groups, grief education. The HCC will have a collaborative leadership style that contributes to strong team and relationship building; strong administrative skills and the ability to deeply listen. The HCC 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.



Hospice Care Coordinator Job Description 2024

Job Summary

Reporting to the Executive Director, the Hospice Care Coordinator (HCC) plays a critical role in the recruitment, training, scheduling, supervising, educating and supporting hospice volunteers. In addition to the responsibilities of the volunteer program, the VC is also an interdisciplinary team member, responsible for ensuring that clients receive the appropriate services required in a manner consistent with PRHS's policies and best practices. The HCC 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.

Volunteer Management

- Support the development of a volunteer team that represents, respects and values diversity and inclusion
- Coordinate, support and promote the volunteer program to clients and families
- Under the general direction of the Executive Director, lead the fulfillment of the volunteer needs of the organization, including recruitment, onboarding, training, and retention
- Support and supervise volunteer shifts, ensuring volunteers have the information and resources needed to provide palliative care, grief support and friendly visiting
- Support the collaborative development and implementation of volunteer evaluations, identify opportunities to enhance volunteer capacity and capabilities
- Coordinate and facilitate volunteer support meetings, volunteer events, and volunteer professional development opportunities
- Promote an engaged and active volunteer culture, grounded in communication, cultural safety, and clear processes and procedures
- Monitor and assess volunteer engagement through regular communication
- Prepare and report on metrics related to the volunteer program
- Maintain the accuracy and confidentiality of volunteer information
- Support the development and evolution of volunteer programming
- Embody and model core qualities of honesty, integrity, responsibility and confidentiality
- Demonstrate and follow all safety guidelines and procedures to support and ensure a safe work environment and support the overall safety of staff and volunteers
- Maintain a collaborative culture where ideas and creative thinking are welcome
- Coach and mentor volunteers as appropriate to support excellence

Clients:

- Perform intake and assessment of clients

- Collaborate with the ED to create an evaluation program of PRHS services with clients /client families and implement this evaluation program and monitor its effectiveness
- Support clients directly, if volunteers are unavailable or not appropriate for client
- Planning programs and services, as needed, in collaboration with ED, as guided by the strategic plan and identified community need.
- Maintain regular contact with clients
- Follow up with clients – including cards, 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
- Fill in for Executive Director as needed

Service Delivery

- Support and contribute to an interdisciplinary team to ensure that hospice clients and families receive the appropriate support services
- Work closely with Island Health staff, to assess and implement appropriate support services to ensure best possible client/family experience
- Assess referrals and needs of community clients and families
- Educate community, clients and families regarding the Hospice and services offered
- Facilitate information and education about hospice, bereavement, and palliative care to the community
- Work closely with Island Health staff, to assess and implement appropriate services and to ensure best possible patient/family experience
- Ensure adherence and accountability to PRHS philosophy, program mandates and agency policies
- Bereavement follow up, cards, letters, phone calls within the first year of loss
- Facilitate Shelter in a Storm grief group (seven weeks) and other grief groups/services
- Provide grief and loss support and education to community members/clients from all ten west coast communities, as needed

Requirements

- Post-secondary degree in related field (preferably Social Work and/or Volunteer Management) or equivalent in education and experience
- Valid BC Driver's License and access to use of a reliable vehicle

- Minimum of 3 years of related experience in volunteer management 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 and passion for comfort care, client focused service, community engagement and the non-profit sector
- Demonstrated commitment to diversity, inclusion and equity
- Covid-19 vaccination – minimum of two doses.

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. 10-15 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.