

Program Coordinator Job Description

Title:
Program Coordinator

Reports to:
Community Engagement Lead

Classification:
Part-time, Permanent
Hospice Orillia – 100%

Date:
January 11th, 2018

Summary/Objective:

The Program Coordinator organizes the Community Client Care/Visiting Hospice services and implements program development based on the needs of the client/families in our community. This position provides leadership for the Home Visiting Volunteer team and engages and coordinates the volunteer resources/training to support the Visiting Hospice Service.

Essential Functions:

Community Programs:

- Manage the client referral and intake process, conduct assessments, develop care plans and conduct monthly follow-up and evaluation of hospice palliative support services
- Ensure all necessary documentation is collected for client file and case notes are entered according to professional standards
- Advocate for the client (and/or circle of care) when/where appropriate
- Communicate with the interdisciplinary team members when/where appropriate
- Help develop and facilitate the “shared care” model program to support clients, caregivers and family members in order to support clients remaining at home and in their community as long as possible
- Partner with Bereavement Services Coordinator to conduct annual volunteer check in interviews and to ensure that HPCO and relevant training is being undertaken by volunteers
- Partner with Bereavement Services Coordinator over transitions of clients and their families into Bereavement Support
- Attend weekly community rounds
- Provide timely and accurate statistical reporting for clients
- Implement and ensure satisfaction surveys are conducted on a monthly basis
- Follow-up with client/family concerns and complaints

Volunteer Management:

- Leads the Hospice Orillia team in the recruitment, screening, training, assignment, on-going support and motivation of client-support volunteers
- Manage, support and oversee volunteers in collaboration with the Program Assistant
- Update and revise volunteer orientation handbook and materials in accordance with HPCO standards
- Facilitate orientation training sessions for volunteers including on-going recruitment, support and recognition of Hospice Orillia volunteers along with other Hospice Orillia staff members
- Work in collaboration with the Hospice Orillia team to develop annual education plan including volunteer meetings and events
- Coordinate post-training interview and annual performance appraisals
- Ensure clear correspondence and communication with volunteers through debriefing sessions and annual volunteer check-in's
- Conduct interviews and mandatory training/orientation for prospective volunteers

Fund Development:

- Collaborate and assist with additional Hospice Orillia fundraising and volunteer development events as necessary
- Leads planning and implementation of the annual Hike for Hospice Palliative Care Event

Competencies:

- Experience in hospice palliative care and knowledge of community resources relevant to the field
- Excellent interpersonal and partnership skills and an advocate for team work
- Excellent active listening, oral and written communication skills
- Awareness, commitment, and ability to include one's own as well as other's different cultural perceptions, assumptions, norms, beliefs, and values
- Comfortable working with individuals at end-of-life and able to initiate and facilitate discussions addressing end-of-life issues
- Committed to protecting the privacy and confidentiality of persons served
- Experience in facilitating groups and public speaking
- Proven time management and organizational skills
- Proficiency with word processing and presentations

Supervisory Responsibility:

This position supervises Hospice Orillia Visiting and Fundraising Volunteers

Work Environment:

This job operates in a professional office environment. This role routinely uses standard office equipment such as laptop computers, photocopiers and fax machines.

This position also requires extensive work in the community among various settings.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

The physical demands involve working in a fast paced environment and sitting for long periods of time.

This position also requires the ability to engage in public speaking and group facilitation. While performing the duties of this job, the employee is regularly required to talk or hear. Specific vision abilities required by this job include close vision and ability to adjust focus. This would require the ability to lift files, open filing cabinets and bend or stand on a stool as necessary.

Position Type/Expected Hours of Work:

This is a part-time position. Days and hours of work are determined by the Community Engagement Lead. Occasional evening and weekend work may be required as job duties demand.

Travel:

Travel throughout North Simcoe Muskoka is required. A reliable vehicle, class G license and two million dollar insurance policy is necessary.

Preferred Education and Experience:

- BSW degree or equivalent experience – ex. RN, BA with experience
- Background in Hospice Palliative Care
- Evidence of dedication to continuing education

Work Authorization/Security Clearance:

1. Police Record check
2. Vulnerable sector check
3. Verification of Educational qualifications

North Simcoe Muskoka Hospice Palliative Care Network

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Other Duties:

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Equal Opportunity Statement:

NSMHPCN is committed to the philosophy of equal opportunity employment and does not discriminate against any employee or applicant on the basis of race, color, ancestry, age, religion, sex, sexual orientation, gender identity or expression, nation origin, disability, medical condition, marital status, veteran status, or other non-job-related criteria.

NSMHPCN is an equal opportunity employer. In accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code, individuals requiring accommodation during the application/recruitment process should advise Human Resources so arrangements can be made. All personal information is collected under the authority of the Freedom of Information and Protection of Privacy Act.

Accessibility:

NSMHPCN is committed to providing its services in ways that respect the dignity and independence of people with disabilities.

To Apply:

Email resume and cover letter to whitney@nsmhpcn.ca by Friday, February 2nd, 2018.