



Job Posting: Community Programs Coordinator (Full-time)

Overview of the Job

Reporting to the Director of Community Programs and working within an inter-professional team, the Community Programs Coordinator assesses client suitability for various service programs that support client wellness and caregiver respite in the Niagara community. The Community Programs Coordinator also assigns, coordinates and supports volunteers in a variety of positions, assists with the planning and implementation of volunteer training and engagement activities, contributes to the evaluation of program effectiveness, and maintains a client and volunteer information database.

The Community Programs Coordinator performs all duties in a safe and healthy manner, in accordance with Hospice Niagara's policies and procedures, the Occupational Health and Safety Act, and all other applicable legislation.

Key Responsibilities

Key responsibilities of the Community Programs Coordinator position include:

Visiting Volunteer Program (VVP)

- Perform assessment, intake and referral services to clients and caregivers within the designated community(ies)
- Assign volunteers to support clients/caregivers receiving VVP services
- Participate in client conferences with team members and external agencies (e.g. rounds)
- Liaise with clients and caregivers on a regular basis to ensure their needs are being adequately met; Update care plans as per standards and procedures
- Liaise with volunteers on a regular basis to support their work with clients and caregivers
- Actively participate in the planning and execution of volunteer engagement activities
- Act as a patient advocate where needed and desired by the client and family
- Implement regular client/caregiver surveys and provide statistical reports regarding program effectiveness
- Facilitate annual performance evaluations of program volunteers
- Complete case notes and maintain an accurate client/caregiver database

Wellness and Community Groups (eg. Day Hospice Program (DHP))

All responsibilities outlined under VVP, as well as:

- Coordinate and maintain weekly volunteer schedule
- Regularly check inventory and maintaining appropriate supplies and program space
- Prepare volunteers and debrief pre/post program
- Coordinate and oversee adjunct program activities and therapies (e.g. art, music, massage, reiki, etc.)
- Communicate regularly with Chef/kitchen team regarding program count and food specifications, as required
- Participate in and/or leads volunteer training during relevant sessions

General Responsibilities

- Provide input to achieve and maintain community program accreditation standards
- Problem-solve and address program issues related to volunteer support
- Mentor and train new staff, volunteers and students
- Support and monitor the recording of volunteer hours
- Provide backfill to other program staff during vacation, illness, etc.
- Perform other job-related duties, as assigned

Academic, Training, Knowledge & Experience

- Graduate of an RN or RPN program; registrant in good standing with license from CNO
- Palliative care work experience, or an intrinsic motivation to work in a palliative care setting
- Fundamentals of Palliative Care (preferred, must be completed during the first year of hire)
- Comprehensive Advanced Palliative Care Education (CAPCE) (considered an asset)
- Vulnerable Sector Police Check (favourable, within past 12 months)
- First Aid/CPR (preferred, must be completed within two years of hire)
- Mask Fit (preferred, must be completed with two years of hire)
- Safe Food Handling (preferred, must be completed within first year of hire)
- Demonstrated ability to foster positive relationships with volunteers and address issues in a diplomatic and timely manner
- Strong ability to mentor, train and support adult learners (volunteers) to maximize and leverage individual skills, while retaining them within targeted roles
- Valid driver's licence, insurance meeting minimum \$1M liability coverage, and access to a reliable vehicle

Competencies

- Strong active listening, critical thinking, time management, prioritization, and event planning skills
- Highly developed compassion, empathy, confidentiality and integrity
- Demonstrated inter-personal, problem solving and conflict management skills
- Experience effectively communicating information in one-on-one and small group settings
- High degree of self-direction and self-motivation
- Strong verbal and written communication skills in English
- Intermediate to advanced proficiency in French (preferred)
- Strong administrative and organizational skills
- Ability to accurately document information and develop reports
- Strong dedication to the vision, mission and values of Hospice Niagara
- Proficiency in computer skills including Outlook, Microsoft Word and databases
- Flexibility to occasionally work varying shifts, including days, nights, evenings, weekends, and holidays based on client, training and program needs

Application Instructions

Applications will be accepted until midnight on **August 24th, 2018**. Applicants are to send their cover letter and resume as MS Word or PDF attachments via email with **Application: Community Programs Coordinator** in the subject line to careers@hospiceniagara.ca.

Hospice Niagara is an equal opportunity employer. In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), 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.

We thank all who apply, however, only those selected to proceed in the recruitment process will be contacted. No phone calls please. For more information about Hospice Niagara, please refer to our website: www.hospiceniagara.ca.