

North Simcoe Muskoka Hospice Palliative Care Network

169 Front Street South

Orillia, ON, L3V 4S8

PH: 705-325-0505 FX: 705-325-7328

www.nsmhpcn.ca



Volunteer & Program Coordinator Job Description

Reports to: Executive Director

Classification: Full-time, permanent

Summary/Objective: The Volunteer & Program Coordinator is responsible for supporting all aspects of onboarding, training, recruitment and management of volunteers for the visiting hospice and bereavement programs. Additionally, the Volunteer & Program Coordinator supports the Community Social Worker in case management of clients in the visiting hospice program, and program delivery in the visiting hospice and bereavement programs.

Essential Functions:

Volunteer Management:

- Lead, with assistance from the Program Assistant, the:
 - facilitation, recruitment, onboarding and training of volunteers
 - completion of annual volunteer performance appraisals, maintenance of volunteer files, and ongoing recognition of volunteers
 - ensuring all volunteer training and materials are in accordance with HPCO standards
- Deliver Information Sessions and trainings to prospective volunteers
- Work in collaboration with the Hospice Orillia team to develop and facilitate annual education plan including volunteer meetings and events
- Ensure volunteer documentation is kept up to date, organized and confidential
- Work alongside Community Social Worker to manage volunteers involved in the Visiting Hospice Program
 - Provide Visiting Volunteers with coaching and ongoing support to assist them with client and family encounters

Accreditation:

- Ensure ongoing compliance with HPCO Visiting Hospice Accreditation Standards including completion of reassessment/reaccreditation requirements as per HPCO standards
- Complete annual file audits of all volunteer files to ensure compliance with HPCO standards
- Work alongside Bereavement Services Coordinator to complete accreditation in bereavement program when/where applicable

Community Partnerships:

- Provide education in the community on death, dying, bereavement, end of life, palliative care and/or other topics as requested/required within Hospice Orillia's scope of expertise
- Foster community partnerships by attending relevant round tables, and community, interest and working groups

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**Visiting Hospice Program:***Case Management*

- Support the Community Social Worker when requested in client services through case management:
 - Provide comprehensive psychosocial support, education and information to individuals and families
 - Make arrangements to put care plans into action and reassess and adjust care plans as needed
 - Match clients with volunteers in the visiting program where necessary and requested
 - Maintain contact throughout service delivery
 - Attend weekly community rounds
 - Communicate with the interdisciplinary team members when/where appropriate
 - Advocate for the client (and/or circle of care) when/where appropriate

Direct Services Support

- Develop and implement new individual and group programs based on the needs of the community
- Facilitate support groups as needed in the visiting hospice and bereavement programs

Support Services Coordination

- Ensure all necessary documentation is collected for client file and case notes are entered according to professional standards
- Ensure confidentiality of client records
- Consult with Executive Director on any issues involving client care, volunteers, health and safety or any other issues of concern
- Ensure that all programs and services are developed and delivered in a high professional standard
- Partner with Bereavement Services Coordinator over transitions of clients and their families into Bereavement Support
- Provide timely and accurate statistical reporting for clients
- Implement and ensure Quality of Care surveys are conducted on a monthly basis alongside Program Assistant
- Follow-up with client/family concerns and complaints

Competencies:

- Previous 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

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- 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 the Hospice Orillia Visiting 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 full time position at 37.5 hours per week. 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:

- Degree in Social Work or equivalent
- Current registration in good standing with the OCSWSSW (if applicable)
- Experience working in hospice, palliative care, and bereavement preferred
- Knowledge of community resources would be considered an asset
- Knowledge of volunteer management and experience in coordination of volunteers would be considered an asset

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- Proven ability to work with others
- Proven organizational, assessment, facilitation and communication skills
- Evidence of dedication to continuing education
- Computer literacy (Word, Excel, PowerPoint)

Work Authorization/Security Clearance:

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

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.