

COWICHAN HOSPICE

Bereavement Services Coordinator job description



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Purpose:

- To coordinate bereavement client care including: assessing clients' needs and determining appropriate hospice services, monitoring and evaluating client care, maintaining electronic client care records, supporting bereavement volunteers.

Responsibilities:

1. Intake, assessment and the establishment of hospice care for bereavement clients through meetings with clients
2. Maintain ongoing client support until an effective and appropriate care relationship is established
3. Support, monitor and evaluate client care through follow-up contact with clients, including reassigning volunteer care if required, post evaluation of client care
4. Select, support, supervise and evaluate volunteers working with bereaved clients, individually and in groups, in conjunction with Volunteer Program Coordinator, including organizing clinical supervision and other supports as required
5. Maintain client records in electronic database and prepare statistical reports as required for evaluation and contractual or funding purposes
6. Participation in training and orientation of hospice volunteers as required
7. Reports to: Executive Director

Required Education and Experience

- MSW or MA Counselling is preferred; an equivalent combination of training & experience is also acceptable

- Cowichan Hospice training (may be completed after employment starts)
- 3 to 5 years experience in a counselling setting
- Hospice palliative care and/or bereavement care experience
- Experience working with volunteers

Required knowledge, skills, abilities

- Excellent personal communication skills for one to one client & volunteer relationships and working with a team
- Strong assessment skills: effective at exploration and discernment of client needs, including identifying urgent needs in order to ensure appropriate and timely support for clients
- Tactful, direct, non-judgemental
- Flexible and possessing a sense of humour
- Comfortable and effective in a collaborative environment
- Strong capacity to manage self-care, balanced with client-centered approach to work
- Willing and comfortable to learn and use client database software or other new electronic tools as required

Please provide 3 references

35 hours a week, occasional evening and weekend work may be required