

## **Program Coordinator Role Description**

### **Overview of the Role**

Reporting to the Executive Director, the Program Coordinator is responsible for the day to day operations of the Sea to Sky Hospice Society (Hospice Society) programs. The individual will have a demonstrated ability to work with Hospice Society staff, healthcare team members, community stakeholders and volunteers.

### **Responsibilities**

- Provides intake and triages referrals for the Hospice Society programs and services
- Supports training for Hospice volunteers
- Works collaboratively with the Volunteer Coordinator to ensure the provision of safe, therapeutic services to patients and their families
- Plans, develops and implements Hospice Society Programs
- Maintains complete and accurate client database
- Provides monthly activity and utilization reports
- Participates in Hospice Society quality assurance activities as developed
- In collaboration with the Executive Director, represents and promotes the Hospice Society's programs and services at meetings, public speaking engagements, inter-agency conferences and with referral sources
- Keeps current with legislative and regulatory changes pertaining to the delivery of Hospice Care
- Provides feedback and advice to the Executive Director on the Hospice Society's programs, services and operations
- Assists the Executive Director and Board in developing an annual budget

### **Qualifications, Knowledge and Abilities Requirements**

- University degree in a health or related field
- Education or experience in hospice palliative care an asset
- Minimum of 3 years of recent related experience on an equivalent combination of education, training and experience
- Experience in a public sector or non-profit environment
- Ability to support, motivate and delegate
- Demonstrated ability to operate within a consensus decision-making environment
- Excellent communication skills
- Ability to work independently and as part of a team
- Good organizational, problem solving and decision making skills