

Client Services Coordinator Role Description

Overview of the role

Reporting to the Executive Director, and in collaboration with the Volunteer Coordinator this role is responsible for all bereavement intake inquiries and referrals as well as bereavement program planning, promotion, volunteer assignment and implementation. This position is a hybrid contract position. The successful candidate must have access to strong internet and a personal computer/home office.

Current Sea to Sky Hospice Society Bereavement Programs include weekly grief and bereavement walks in Squamish, 6 to 8 week drop-in groups in Squamish and Whistler, 2 to 4 week Art Therapy workshops, and Online Grief & Loss Conversation support groups. Future programs may include evening walks in Squamish, and weekly walks in Whistler / Pemberton area.

A demonstrated ability to work within a diverse cross community team of contracted or external counsellors, community program partners, VCH palliative team and Hospice volunteers is required.

Responsibilities include:

- Coordinates and triages grief and bereavement referrals to the Society programs and services
- Updates the client database and initiates follow-up with clients by email, phone or quarterly program updates as appropriate
- Works collaboratively with STSHS Executive Director, the Volunteer Coordinator and VCH to ensure the provision of safe and relevant Hospice Society Bereavement Programs and supportive services for both Hospice residents, their families, and the Sea to Sky communities
- Plans, promotes and coordinates Bereavement Programs with the support of the Volunteer Coordinator and Executive Director
- Shall provide coverage as necessary for the Volunteer Coordinator to ensure that hospice responsibilities are met sufficiently (this would be reciprocal in the Volunteer Coordinator's contract.)
- Leads support groups and / or engages Direct Volunteers as facilitators / co facilitators
- Provides clinical expertise, education training, and support to volunteers and community
- Provides monthly intake and program participation reports to the Executive Director
- Provides feedback and advice to the Executive Director on the Society's programs and services
- Assists with input as requested for the annual program budget, and participates on the monthly program committee, and fundraising and volunteer events as required
- Provides first level of bereavement support to clients as needed
- Other duties as assigned by the Executive Director

Qualifications & Experience

Registered Social Worker or an equivalent combination of relevant bereavement education, training and experience in the healthcare setting-

- University degree in health or related field
- Education or experience in hospice palliative care an asset
- Minimum of 3 years of recent related experience or an equivalent combination of education, training and experience
- Registered Social worker or Clinical Counsellor preferred
- Experience in public sector or non-profit environment
- Ability to lead, support, motivate and delegate

- Ability to work independently and as part of a team
- Excellent communication skills
- Strong planning and reporting skills
- Good organizational, problem solving and decision making skills
- Demonstrated ability to operate within a consensus decision-making environment
- A valid Driver's License and access to a personal vehicle

This is a contract position for 20 hours per week for one year. Flexibility is necessary, as this position will require weekend and evening work.

Please contact info@seatoskyhospicesociety.ca for additional information or to submit your CV and cover letter by Friday, April 19th.