

# OLDS & DISTRICT HOSPICE SOCIETY

## POSITION DESCRIPTION

**Position: Part time - Services Coordinator**

### **Position Summary:**

The Services Coordinator is a vital role within the Olds & District Hospice Society, providing essential support to clients in need of hospice, palliative, bereavement, and Navigation care. This position encompasses a range of responsibilities, including:

### **Accountability:**

Reporting directly to the Executive Director

### **Responsibilities:**

#### Client Support:

- Act as the primary point of contact for individuals, families, and friends in the community seeking bereavement, NavCARE, hospice and palliative care services.
- Assess and coordinate the services required by clients, ensuring their needs are met with utmost care and compassion.
- Conduct follow-up contact with families after a death to provide ongoing support.
- Ensure accurate completion and filing of all necessary documentation related to each client.
- Be available on-call as scheduled by the Executive Director.
- Establish a regular presence by conducting daily client checks and fostering relationships through Seasons Encore, addressing any concerns they may have.

#### Volunteer Coordination:

- Serve as the initial contact for clients and volunteers alike.
- Coordinate volunteers for client-related activities, matching their skills and qualifications with appropriate assignments.
- Recruit, train, engage, and appreciate volunteers, cultivating a supportive and fulfilling volunteer community.
- Ensure thorough and accurate completion of all required documentation for each volunteer.
- Coordinate group debriefing after a death.

- Organize and plan the Annual Volunteer Appreciation Event.

#### Partnership Development:

- Foster collaborative partnerships with care providers in the District to enhance client services.
- Communicate effectively with Palliative Care Resource Nurse (PCRN), Home Care (HCN), Alberta Health Services (AHS), physicians, hospitals, Palliative Care Committees/Societies, Seasons Encore, and Mountain View Senior Housing.
- Continuously explore opportunities for partnership development with other care providers.

#### Administrative Duties:

- Ensure accurate and confidential client records in an orderly manner.
- Ensure relevant documents are scanned to create electronic client files on Google Drive.
- Meet with the Executive Director biweekly.
- Conduct research and provide recommendations for new services to the Executive Director when requested.
- Prepare statistical reports upon request.
- Review annually the Community Resource booklets to ensure accuracy.
- Collaborate with the Executive Director and Administrative Assistant to coordinate the bereavement, hospice, and NavCARE programs.
- Attend all Client Services Committee meetings.
- Provide general office administration support.

The Services Coordinator may also be assigned additional duties and responsibilities as required by the organization.

#### **Required Qualifications:**

To be considered for the position of Services Coordinator, candidates must possess the following qualifications:

1. Palliative Care Sensitivity: Demonstrated sensitivity and understanding of palliative care principles and practices, with the ability to provide compassionate support to individuals and families facing end-of-life situations.
2. Proven Relationship Building Skills: A track record of effectively building and maintaining positive relationships with clients, volunteers, and care providers, fostering an environment of trust and collaboration.
3. Palliative Care Volunteer Training and Experience (beneficial): Previous training and experience as a palliative care volunteer would be advantageous,

showcasing a familiarity with the unique needs and challenges of individuals in palliative care.

4. Excellent Computer and Office Administrative Skills: Proficiency in utilizing computer systems and software for efficient data management, document preparation, and general office administrative tasks.
5. Current Health Care Experience (beneficial): Current or previous experience within the healthcare field would be advantageous, providing a solid understanding of healthcare processes and protocols.