Coordinator of Bereavement & Volunteer Services

Job Title: Coordinator of Bereavement and Volunteer Services

Reports to: Executive Director

POSITION SUMMARY

The Coordinator of Bereavement and Volunteer Services (Coordinator) is a vital role within the community services team that requires a strong commitment to the position. The Coordinator is responsible for addressing all inquiries, requests, and referrals for grief support and assisting in organizing, planning, implementing, and coordinating the residential services for Jessica's House Hospice (JHH). The Coordinator is responsible for scheduling and conducting client intake, assessment, monitoring and service provision for all bereavement clients, as well as coordinating and facilitating support groups. This role works in a team environment with the Governance Board, staff, volunteers, and community partners to advance the profile of JHH.

POSITION TYPE

The Coordinator is a temporary, full-time position, employed by JHH, the operating company. The position is in Exeter, ON.

RESPONSIBILITIES

- Bereavement Services
  - Coordinate and direct all grief support programs and bereavement service.
  - Conduct bereavement client assessments and determine appropriate services.
  - Create, maintain, update and discharge client files.
  - Facilitate grief support groups and workshops.
  - Maintain monthly contact and reporting for client status and case management.
  - Create new bereavement services in response to need.
  - Create and revise materials, handouts and manuals.
  - Establish and maintain community relationships for referrals and program development.
  - Represent JHH for community outreach presentations and meetings.
  - Revise and maintain promotional materials for website and print.
  - Track statistical data and create reports.
  - Actively support each resident and their families with any psychosocial needs that may arise during their time at JHH.
  - Actively develop, implement and evaluate JHH policies in relation to bereavement services.
  - Provide bereavement support sessions to clients in the South Huron community and surrounding communities when requested.

Jessica's House HOSPICE

Coordinator of Bereavement & Volunteer Services

- Liaise with stakeholders in the community to provide supports and act as a resource for end-of-life and bereavement support for clients as required.
- Track and report the results of program plans to the Executive Director.
- Plan and participate in multi-disciplinary meetings as required.
- Liaise with community partners representing the needs and best interests of JHH.
- Attend workshops and seminars related to hospice palliative care and bereavement care.
- Participate actively in Hospice Palliative Care Ontario (HPCO's) interest groups for bereavement and volunteer service.

- Volunteer Services
  - Ensure effective volunteer management practices and standards as outlined by HPCO.
  - Oversee volunteer roles and assignments to meet residential hospice palliative care needs.
  - Oversee a plan for providing volunteers to support individuals and families in a residential hospice.
  - Develop and maintain relevant policies and procedures.
  - Develop and track volunteer statistics.
  - Identify knowledge, skills, abilities, and motivations required to fulfill volunteer roles.
  - Develop and implement a volunteer recognition program.
  - Outreach to other hospice organizations to share resources and information.
  - Recruit volunteers for specific roles and assignments.
  - Assess potential risks for volunteer positions and address with appropriate level of screening and training needs.
  - Facilitate regular HPCO complaint training along with JHH specific training needs.
  - Maintain volunteer files including documentation of screening practices.
  - Provide supervision and training to support volunteer roles and assignments.
  - Monitor volunteer performance, provide appropriate feedback and resolve concerns.
  - Evaluate volunteer hospice palliative care services and ongoing training needs.
  - Facilitate in-house and external education sessions.

QUALIFICATIONS

- Bachelor's degree or equivalent experience with demonstrated skills.
- Certificate in Thanatology an asset.
- Certificate in Administrator of Volunteer Resources an asset.
- Knowledge of hospice palliative care philosophy, trauma, death, grief and bereavement.
- Experience coordinating a broad range of programs and services.
- Experience with client intake and case management.
- Experience in group facilitation and training.
- Knowledge of current trends, information and resources related to mental health.

Coordinator of Bereavement & Volunteer Services

- Experience of working or volunteering in a not-for-profit community environment.
- Computer literacy, including experience with volunteer management database and scheduling.
- Knowledge of current evidence-based methods of practices of voluntary management.
- Experience in community-based service delivery.
- Strong familiarity in Huron, Perth, and North Middlesex communities.

UPDATES/REVISIONS

Revision Number	Revision Date	Description of Change	Change Approved By
01	February 2024	Initial Policy	Executive Director
02	March 2026	Review & Revision	Executive Director