

The Hospice Coordinator role is to be an advocate for the resident and her or his family and to be responsible for the day-to-day operation of the hospice.

She or he will be responsible for helping to recruit volunteers, making them feel welcome and supported, and ensuring that they know and follow our policies, procedures and standards, looking after the volunteer database and records, as well as rostering and organizing volunteers, and resolving any conflicts.

The Coordinator will interview prospective volunteers, evaluate their appropriateness for service, and ensure that successful candidates are scheduled for training sessions.

The Coordinator will be responsible for the orientation and retention of volunteers, and will develop and maintain an orientation kit, volunteer handbook and evaluation form. She or he will be responsible for any training in patient comfort equipment use, for example, iPad, TV remote, PVR, etc. She or he will help to develop a volunteer recognition program.

The Coordinator will be the subject-matter expert within our co-location partner facility for the hospice services and will develop and foster positive relationships with our co-location partner, and with service providers such as the VON, CCAC and the LHIN. The successful candidate will assist patients and families in completing forms relative to these services, if needed.

The Coordinator will report changes in resident health status to the RN, RPN and PSW on site and will look after the general comfort of the resident and her/ his family during the stay, ensuring that our residents live life to the fullest.

The Coordinator will be responsible for administrative duties, such as, but not limited to, managing various databases, social media, Canada Helps, and our website.

Other duties may be assigned and not included in this description.

We are looking for candidates who demonstrate:

Knowledge of:

- Modern office procedures and equipment, including computers and supporting software (especially Microsoft Office)

Ability to:

- Communicate showing compassion with residents and their families
- Establish and maintain effective and productive working relationships
- Communicate clearly and concisely, verbally and in writing
- Be flexible and well-organized
- Manage multiple projects and deadlines
- Effectively utilize the internet
- Work independently and effectively as a member of a volunteer team

- Present information to groups

Successful candidate will have:

- A degree from an accredited college or university with major coursework in medical or business administration, public administration, or a related field
- Experience with not-for-profit organizations in administration and operations

Ideal candidates will also have:

- Experience planning, organizing, and coordinating activities
- Experience working in not-for-profit organizations
- Experience that demonstrates a working knowledge of CRMs, Canada Helps, website management and social media platforms