



POSITION DESCRIPTION

POSITION TITLE: PALLIATIVE CARE VOLUNTEER COORDINATOR AND COMMUNITY LIAISON

DEPARTMENT: HOME CARE

CLASSIFICATION:

UNION: MGEU – FACILITY SUPPORT

REPORTING RELATIONSHIPS

POSITION REPORTS TO: CLINICAL TEAM MANAGER HOME CARE NURSING AND PALLIATIVE CARE

POSITIONS SUPERVISED: VOLUNTEERS

POSITION SUMMARY

Reporting to the Clinical Team Manager Home Care Nursing and Palliative Care, the Palliative Care Volunteer Coordinator and Community Liaison is responsible as a member of the integrated Regional Palliative Care Team to ensure the provision of volunteer services to individuals, families and significant others registered for palliative care services.

The Palliative Care Volunteer Coordinator and Community Liaison and collaborates with RHA programs, communities and boards within the region who support palliative care volunteers and community activities to develop and mobilize resources supporting individuals and families living with terminal illness, grief and bereavement. This individual provides guidance in the development and maintenance of effective and cohesive interdisciplinary teams with an emphasis on building capacity within the program and communities to increase the support provided to clients through the coordination of volunteers and caregivers in community activities.

The incumbent will exercise professional judgment in the completion of their duties and action to be taken on unusual day to day matters. The position functions in a manner that is consistent with the mission, vision and values of the Interlake Eastern Regional Health Authority.

ESSENTIAL FUNCTIONS AND DUTIES

The Palliative Care Volunteer Coordinator and Community Liaison is responsible for planning, organizing, identifying problems or needs, goal setting, and implementation of the volunteer program. This includes but is not limited to the following:

- Recruitment, screening and ongoing evaluation of the volunteers.
- Develops and evaluates volunteer training.
- Maintains a volunteer database.
- Ensures the training of volunteers to enhance the support and comfort to clients and their families, from diagnoses through bereavement.
- Manages volunteer requests from Home Care, Long Term Care and Acute Care settings.
- Coordinates the activities of the volunteers, matching volunteers to appropriate assignments.
- Possess an understanding of the social, psychological, spiritual and recreational needs of clients.
- Ensures the ongoing support of the volunteers within the program structure.
- Oversees the creation and distribution of a volunteer newsletter and or other communication opportunities.
- Organizes and chairs volunteer meetings to provide communication and support to the volunteers.
- Recommends quality improvement opportunities within the volunteer program when identified.
- Organizes or participates with other Interlake-Eastern RHA programs organizing special events in the recognition of the volunteers throughout the year.
- Collaborates with community groups and boards to provide guidance and lend support in the development of patient focused events.
- Organize and run existing Interlake-Eastern Regional Health Authority community events/programs through the region (ie. Memory Nights, Camp Stepping Stones).
- Collaborate with pre-existing community boards or committees who continue to fundraise and support the Palliative Care Program.
- Receive and coordinate regional donations to the Palliative Care Program or specific site donations marked for Palliative Care; this includes follow up/acknowledgement of the donor and maintaining statistical reports of donations.
- Collaborates with the Clinical Team Manager Home Care Nursing and Palliative Care to communicate and resolve issues that may arise.
- Adheres to all palliative care policies and procedures and ensures that service goals and care standards are met.
- Communicates pertinent services issues and needs to supervisor and colleagues in a timely fashion.
- Attend in-service/educational programs to promote the continued advancement of own knowledge and skills.
- Supports an environment which avoids, prevents, and corrects all activities or actions which may result in an adverse outcome in the delivery of health care services.
- Contributes to making the organization safe for patients, clients and staff, and recognizes the importance of reporting unsafe situation and participating in follow up reviews as a learning opportunity.

- Pursuant to the Regional Health Authority Act, Interlake- Eastern RHA is designated bilingual (English/ French). Accordingly, all employees accept the responsibility to support clients in their official language of choice.

OTHER

- Performs other duties as assigned.

RESPONSIBILITIES AND ACCOUNTABILITIES ARE ASSIGNED IN BROAD ORGANIZATIONAL OBJECTIVES. THE POSITION IS SUBJECT TO REVIEW OF GENERAL EFFECTIVENESS AND ATTAINMENT OF OBJECTIVES THROUGH PERFORMANCE MEASUREMENTS.

PERFORMANCE MEASUREMENTS:

- To be determined

QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Volunteer Management Certificate , post secondary preparation in community development or suitable combination and experience may be considered

REQUIRED KNOWLEDGE:

- Knowledge of palliative care program
- Knowledge of community development, relevant legislation and standards

EXPERIENCE REQUIRED:

- Previous experience in Palliative Care, Community Development or Health Care
- Experience working in a multidisciplinary team environment
- Experience in adult education and training
- Relevant experience in recruitment, scheduling, supervising
- Experience working with boards and community groups towards common goals

SKILLS/COMPETENCIES:

- Demonstrated leadership skills
- Demonstrated oral and written communication skills
- Demonstrated ability to function respecting ethics and privacy
- Demonstrated competence in Microsoft Office required.
- Ability to effectively perform the tasks and responsibilities of the position
- Given the cultural diversity of our region, the ability to communicate in more than one language would be considered an asset.
- Proficiency of both official languages is essential for target and designated bilingual positions.
- Completes and maintains a satisfactory pre-employment security check.
- Satisfactory employment record.

WORK CONDITIONS

- The incumbent will make decisions within the parameters of the program assigned, and will function independently on a day-to-day basis and manages assigned duties accordingly.
- May provide service to clients with challenging behaviors at times.
- Will be required to travel throughout the region as duties require.
- Require a road worthy vehicle, a valid driver's license and liability insurance of at least \$1,000,000.00.
- No hazardous or significantly unpleasant conditions.
- All health care workers are required to be immunized as a condition of employment in accordance with the Interlake-Eastern RHA Policy GA-13-P-110 Required Immunizations for Health Care Workers.

WORKPLACE SAFETY AND HEALTH

The incumbent contributes to making the organization safe for clients and staff and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.

- Provides a safe environment by ensuring the adherence to Workplace Safety and Health regulations and Policies and Infection Control Guidelines. Obeys all safety and health rules and follows recommended Safe Work Procedures. Informs supervisor of any unsafe acts, work conditions, incidents, near misses, injuries or illnesses immediately.
- Demonstrates a working knowledge of Workplace Hazardous Materials Information Systems (WHMIS) and adheres to procedures for handling and storing controlled substances as described in the Material Safety Data Sheets (MSDS). Uses personal protective equipment as required.
- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facility's Fire, Disaster and Evacuation Plan.

PATIENT SAFETY

- Participates in and demonstrates an understanding of patient safety principles and practices into all day to day activities. Follows all safe work practices and procedures and immediately communicates any activity or action which may constitute a risk to patient safety.

Created: January 2014
Date

Revised: _____
Date

Approved by: _____
Regional Manager/ Supervisor Date

Approved by:

Vice President/ CEO

Date

Reviewed by:

Vice President, Human Resources

Date

Position descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.