



Client Service Coordinator

Job Title: Client Services Coordinator

Status: Full Time (40 hours per week),

Location: Hybrid of work from home, and community visits

Salary: \$55,000 range based on experience

About Hospice Toronto

Hospice Toronto is committed to supporting individuals, families and caregivers who are dealing with progressive life limiting illness in our community. We work with a dedicated team of professionally trained volunteers who provide a wide range of support to enhance our client's quality of life *when you cannot add days to life, add life to days*. Professional staff and volunteers support in enabling individuals to remain in familiar circumstances surrounded by those who care for them.

Hospice Toronto is committed to excellence in client and caregiver care and continues to respond to the changing health care climate. The successful candidate will be an energetic, highly motivated team member committed to the delivery of grief and bereavement support as a continuity of care to our clients of the in-home hospice program, and to outside referrals from our community partners.

Purpose of the Position:

Reporting to the Sr. Manager, Community Programs, the incumbent is responsible for the assessment and matching of clients referred to Hospice Toronto with volunteers and coordinating volunteer palliative-hospice care for individuals diagnosed with a life-threatening illness.

The Client Service Coordinator also participates in dedicated outreach that contributes to client referrals and in program evaluation and program development activities relevant to client services delivery within the various programs and services of the organization.

Job Responsibilities:

1. Service Delivery and Coordination:

- Completes intake, and assessments of new clients, introduce Hospice Toronto program options, fill service requests, and manage ongoing cases for active clients
- Supervises and supports volunteers in consultation and collaboration with the Volunteer Manager, provide ongoing support to individual volunteers during their matches with clients and upon the death of a client, etc.
- Coordinates team efforts and contributes to effective client care
- Available to support system navigation to clients, families and staff (hospital/referring agencies and hospices) regarding end-of-life issues and palliative care services and or other community services
- Adheres to the practice of confidentiality regarding clients, families, staff, and the organization
- On-call responsibilities as required
- Some evening and weekend availability requires for special events, training or accommodation of client schedules for the purpose of assessments

2. Clinical Outreach and Community Engagement:

- Contributes to meeting client targets of the organization by:
 - Responding to referrals in a timely way, effectively managing client intake and assessment and service

coordination relevant to identified client needs

- Proactively pursuing client referrals to Hospice Toronto, contributing to dedicated, focused outreach to existing and potential referral sources and engaging in regular liaison and collaboration with outside agencies and health care providers
- Marketing service and program offerings of the organization consistent with the organizations outreach objectives
- Contributes to planning of and participation in public education/awareness initiatives

3. Program Development and Evaluation:

- Participates in strategic and related service and program planning and development for Hospice Toronto
- Contributes to conducting environmental scans of the community to identify and understand emerging local issues and opportunities for service adjustment and development
- Participates in program evaluation of programs and services, consistent with organizational goals and objectives
- Contributes to setting and achieving objectives, and attaining outcomes that are aligned with overall service program directions

4. Administration:

- Ensures programs, services and related record keeping are consistent with standards of the organization and comply with requirements for accreditation
- Keeps client files up accurate and up to date, including necessary documentation of interactions with clients and volunteers, and service agreements
- Tracks/monitors program and services within the community – contributes to facilitating program specific strategies and preparation of relevant outcome focused client statistics

5. Communication:

- Proactively shares information with other staff, palliative care teams
- Communicates effectively with co-workers, volunteers, senior staff, Board of Directors, the general public, representatives of public and private organizations and others sufficient to exchange or convey information
- Communicates in writing and verbally in a manner that influences support and engagement internally and externally

6. Other:

- Engages in ongoing learning and stays abreast of current trends and directions in the hospice-palliative care field
- Leading/ participating internal and external committees

7. Reporting Relationships:

- Reports to the Manager, Community Programs
- Supports the functions of all other Hospice Toronto staff and the Board of Directors as described above/or as assigned

Job Qualifications/Experience:

- Two (2+) or more years hospice or home care experience preferred
- Demonstrated knowledge about home care, hospice, palliative care, advance directives, symptoms control, and discharge planning
- Registered professional (nurse, social worker, occupational therapist)

Core Competencies:

- Highly motivated, energetic self-starter: proactive, creative and enthusiastic; achieves goals and objectives within agreed to timeframes relevant to their area of responsibility
- Demonstrated ability to work independently and ethically with little supervision, as well as interdependently, as a member of an interdisciplinary team; team oriented with ability to facilitate/assist with volunteer team coordination/supervision, receptive to feedback
- Effectively manages area of responsibility organizes effectively, puts quality first, is outcome focused; demonstrated ability to manage demanding and stressful situations with diplomacy and confidence
- Ability to create and maintain client focus: understanding of and commitment to client-centred care resource to volunteers in advocating for clients, anticipates client needs, establishes credibility through effective communication with clients and family/other members of the care team, ability to solve problem solve

- Flexible approach to work planning and implementation

Application Process:

Please send applications to Ralyma Sr. Marquez, Manager, Community Programs at ralyma.marquez@hospicetoronto.ca indicating the position on the subject line "Client Service Coordinator". We thank all applicants for their interest. We will only contact those applicants selected for further consideration. No telephone, walk ins or agency inquiries please. Please note that submissions will be reviewed on an on-going basis and individuals may be invited to conduct an advance tele-screen or interview. Therefore, early submissions are encouraged. Deadline to apply is July 12, 2024

Note:

Potential employees will be required to complete reference and security checks as part of the pre-employment process