



## **POSITION DESCRIPTION**

**Job Title:** Manager of Community and Supportive Care

**Reports to:** Executive Director

### **JOB PURPOSE**

St. Joseph's Hospice Resource Centre of Sarnia Lambton (Hospice) is a faith-based, charitable, not-for-profit organization that provides quality of life at the end of life, offering compassionate, holistic care and support to individuals living with a terminal illness. Support is extended to their family members and caregivers, and to those grieving the loss of a loved one. Hospice programs and services are offered at no cost to those we support, and are available irrespective of age, gender, religion, race, ethnicity or economic status.

Whether in the community, our Resource Centre, or our 10-bed Residence, Hospice provides specialized support programs and services with a person-centered approach. Individuals and families are intimately involved in creating their own care plan that addresses their unique needs. Our competent and committed Hospice staff and volunteers work together as a team with other community partners and service providers to provide full support and quality Hospice Palliative Care.

Hospice is currently seeking a qualified individual to fill the position of Manager of Community and Supportive Care. Working within an interdisciplinary team, and in accordance with the Mission, Vision and Values of Hospice, the Manager of Community and Supportive Care is responsible for ensuring that Hospice clients, residents, and family members receive exemplary community, supportive and spiritual care. This is accomplished through the planning, development, implementation, management and evaluation of Supportive Services Programs.

### **DUTIES AND RESPONSIBILITIES**

#### **Leadership and Risk Management**

- Participates as part of the Leadership Team to strengthen and build vision, strategy, budgets, and culture within the organization. Embeds strategy into Operational Plans for each program area under the Supportive Services umbrella.
- Ensures that policies, procedures and best practice standards are current and relevant, and ensures adherence to policies by all employees and volunteers functioning within all aspects of the Supportive Services portfolio.
- Ensures all legislative, professional practice standards, college requirements, and accreditation standards are met for all services under the Supportive Services umbrella.

#### **Program Development, Implementation and Evaluation**

- In collaboration with members of the Leadership and interdisciplinary teams, provides leadership for the direction of community, supportive care and spiritual care programming and services (Bereavement, Complementary Therapies, Counselling, Wellness, Spiritual Care, and Volunteer Visiting) to meet the diverse needs of those we serve, and in alignment with the organization's Strategic Plan.
- Initiates, designs and implements educational and client care programs under the Supportive Services umbrella, as required.
- Provides leadership and oversight for the planning, implementation, monitoring and evaluation of Supportive Services in accordance with:
  - Client-focused expectations and outcomes;
  - Continuous quality improvement;
  - Organizational and funder service requirements and targets;
  - Provincial and accreditation standards, as appropriate; and,
  - Organizational effectiveness and appropriate resource allocation.

#### **Assessments, Care Planning and Case Management**

- This role ensures that Hospice clients accessing Community, Supportive Care and Spiritual Care services are assessed for wellbeing aligned with the Domains of Issues Associated with Illness and Bereavement. Additionally, the Manager of Community and Supportive Care ensures:
  - The use of validated (and/or accredited) tools are used in client assessments;
  - Communications, decision-making, care planning, and the delivery of an integrated Supportive Services client Care Plan;
  - Individuals are assessed for readiness and appropriateness for Hospice services, with appropriate internal and external referrals provided as needed;
- The implementation and monitoring of the delivery of Care Plans; communication with other members of the interdisciplinary team.



## **Supervision**

- Provides oversight, supervision and performance management for the Supportive Services umbrella to employees of Hospice and volunteers.
- Ensures appropriate clinical supervision for registered employees and students of Hospice under the umbrella of Supportive Services, as appropriate.
- Conduct annual performance reviews by establishing workplace goals and objectives that align with the Strategic Plan and Goals of Hospice; nurture capability development through education and coaching.
- Provide critical incident debriefing and monitor occupational risk/stress and support for direct reports.
- Manage the planning and development of curriculum training modules for program Volunteers.

## **Community Partnerships**

- Participate in Volunteer, Fund Raising, and Staff Appreciation Events.
- Establishes and nurtures positive working relationships with multicultural, multi-faith, collegial agencies and organizations that provide support to marginalized populations.
- Establishes and nurtures positive working relationships with academic institutions and implements the integration of student placements at St. Joseph's Hospice, as appropriate.
- Builds and maintains excellent relationships with existing partnerships and represents Hospice for program development, delivery and evaluation.

## **QUALIFICATIONS AND SKILLS**

- To perform this role successfully, an individual must be able to perform essential duties satisfactorily
- Degree in business, social services, health care or related field required
- A minimum of 2 years' experience in a related role
- Demonstrated knowledge and commitment to the principles of person- and family-centered care
- Demonstrated experience in program planning, development, facilitation and evaluation
- Demonstrated knowledge of effective group facilitation and adult education principles
- Recent experience providing training, education, mentorship and/or coaching others
- Seasoned manager with recent supervisory and leadership experience
- Experience working with diverse communities with sound knowledge of the larger system and social service network, and demonstrated ability to form community partnerships
- Experience with quality assurance initiatives; experience with accreditation process, preferred
- Demonstrated experience leading change management initiatives
- Proven knowledge of Hospice Palliative Care required
- Demonstrated relationship management skills consistent with the Mission, Vision, and Values of Hospice
- Willingness to work flexible hours, possess reliable personal transportation, and be approved by insurance carrier to drive personal vehicle

## **REMUNERATION AND HOURS**

**Salary:** \$37.91-\$42.13 per hour

**Hours:** 37.5 per week

**Schedule:** Monday-Friday, 8:30a.m.- 4:30p.m.with some flexibility required for activities outside of regular office hours

**Type:** Full-time

### **Benefits:**

- Healthcare of Ontario Pension Plan (HOOPP)
- Dental and Vision care
- Disability insurance
- Employee assistance program
- Extended health care
- Life insurance
- Paid time off
- Tuition reimbursement



Hospice is an equal opportunity employer, and we will accommodate candidate needs under the Ontario Human Rights Code. Upon individual request, hiring processes will be modified to remove barriers to accommodate disabilities. If you require accommodations to fully and fairly participate in the interview and selection process, please notify the Executive Director, Kelly Chartrand at [kchartrand@sjhospice.ca](mailto:kchartrand@sjhospice.ca) if you are selected for an interview.

Interested applicants, provided they meet the eligibility criteria, are invited to submit a cover letter and resume to: [jobs@sjhospice.ca](mailto:jobs@sjhospice.ca)

Subject Line: Manager of Community and Supportive Care

This posting will remain open until a qualified candidate is selected. We thank all applicants for their interest; however, only those selected for an interview will be contacted.