



# the hospice hub

connecting end of life care

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## Day Hospice Care Coordinator – Position Description

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The Day Hospice Care Coordinator provides oversight of the Hospice Hub's Day Hospice Program. This individual oversees the administration and day to day functioning of the day hospice programs, manages a caseload of clients/ caregivers, oversees a team of volunteers, and provides backup support for THH's Home Support Program. The Day Hospice Care Coordinator position will include approximately 3 days per week working directly on the Day Hospice Program and the remaining 2 days per week will be supporting the Home Support Program. They play an integral role in ensuring a seamless transition and continuity of care for clients entering into the Hospice Hub's services. The role involves close collaboration with both internal and external stakeholders including Home Support Care Coordinator, Bereavement coordinator, primary care, community service providers, clients, and their families to develop and implement a care plan that addresses their unique end of life needs.

By coordinating various aspects of care and ongoing collaboration with the Hospice Hub's clinical team, the Care Coordinator ensures clients receive compassionate, respectful care tailored to their preferences. The role aims to enhance the quality of life for clients in their final stages of life, to reduce unnecessary suffering, while providing support and guidance to their circle of care.

### Duties

- Assist in the design and the implementation of THH's Day Hospice Program in coordination with other programs such as Home Support, Bereavement and Education.
- Collaboration with clinical care volunteers, IT Lead and THH's Board of Directors to ensure finalization of the clinical process and procedures, including referral processes and integration with OCEAN, InfoAnywhere and CERNER, InfoAnywhere record keeping and medical record management platforms.
- Oversee the admission process for new clients to Day Hospice Program, including: reviewing referrals, performing the initial assessment; evaluating eligibility for all THH programs and services; and explaining the hospice services and policies to clients and families.
- Coordinate and oversee the delivery of day hospice services, including:
  - Planning, and Coordinating the daily activities of the Day Hospice programs,
  - Be present and ensure smooth running of the day hospice at sites of operation
  - Assess the needs of individual clients at the Day HOspice and perform follow up interviews with clients and family as required
  - Meet with volunteers before and after each Day Hospice day to prepare for and debrief activities and client issues
  - Oversees and coordinates any adjunct therapies as part of the Day Hospice eg music, art, massage, etc.
  - Ensures that the Day Hospice area is kept in good order and that necessary supplies are available including emergency supply kits, and re-orders supplies as needed
  - Provides ongoing coaching and support to all Day Hospice Volunteers , act as point person for Day Hospice volunteers including debriefs of concerns after programming.
  - Ensure client records are updated after participation in Day Hospice or relevant communications, and ensure the confidentiality of personal health information is maintained.

- Support the Home Support Program, including:
  - Oversee the admission process for new clients, including: performing the initial clinical assessment; evaluating eligibility for home or bereavement support; and explaining the hospice services and policies to clients and families.
  - Coordinate and oversee the delivery of home services, including matching volunteers to clients to ensure client care is compassionate, responsive and integrated.
  - Act as point person for Home Support volunteers including debriefs of concerns after visiting clients. Ensure volunteers update client records after each visit, and ensure the confidentiality of personal health information is maintained.
  - Assist clients and families in navigating the health care system for various services and identify the need for any further referrals for Caregiver support and respite.
- Liaise with external healthcare providers and community service agencies , such as hospitals, primary care providers, community health centers, to coordinate client care to address unmet needs and enhance quality of life.
- Implement a trauma informed approach to all clients.
- Participate in special events as required
- Be available for on-call on a rotating shared basis to provide clinical support 24/7 for Home Support program
- Be proficient in Advance Care Planning and goals of care discussions.

### **Education**

- Registration with the College of Nurses of Ontario as RN or RPN
- Clinical skills and knowledge especially in the field of hospice palliative care
- HPCO volunteer certification or willing to obtain
- Knowledge of infection prevention and control measures and best practices

### **Experience**

- Minimum of 5 years of clinical nursing experience or equivalent
- Palliative care experience in the community, hospice or hospital
- First aid certification and current CPR
- Working with grass roots, not for profit organizations, and volunteer based organizations
- Demonstrates strong communication skills including experience with facilitation, training and coaching skills including ability to work through situations of conflict
- Providing trauma informed care
- Supervising/team lead of clinical providers or volunteers

### **Skills/Other**

- Current nursing liability insurance
- Passion for hospice care/ palliative care/ not for profits
- Exceptional planning, organization, task prioritization and coordination
- Client advocacy
- Excellent understanding of the challenges of end of life in this geography served
- Knowledge of the gaps in hospice palliative care
- Ability to creatively problem solve
- Commitment to the mission and vision of The Hospice Hub
- Desire and willingness to contribute to the growth of The Hospice Hub
- Strong computer literacy with electronic medical records, office softwares eg Word, Google docs, databases, and social media
- Excellent self care skills