



POSITION DESCRIPTION

Position: Program Coordinator
Reports to: Social Worker and Programs Lead
Remuneration: Hourly

WHO WE ARE

Lionel Kelland Hospice is the first community based residential hospice in Newfoundland and Labrador providing end-of-life care to residents and their families with care, respect, and dignity.

Our values are the fundamental principles that guide the work of Lionel Kelland Hospice, and they apply not only to its residents and their families, but also to our staff, physicians, and volunteers. These are our values that we cherish the most in our workplace: diversity, flexibility, integrity, teamwork, good citizenship, and personal accountability.

We strive to create a workplace where employees are treated with respect and compassion. By working together in a positive environment, we can ensure that the final chapter of a person's story is dignified and peaceful.

POSITION SUMMARY

Under the direction of our Social Worker and Programs Lead, and in collaboration with the other members of the Hospice team, including volunteers, the Program Coordinator will be responsible for supporting the coordination, implementation, and evaluation of community-based grief and bereavement and other related programs.

The Program Coordinator will assist in delivering a range of therapeutic and social programming, including grief groups, grief companion initiatives, and senior-focused activities. This role involves both administrative coordination and direct engagement with participants, providing compassionate, grief informed support to individuals experiencing grief and loss while ensuring programs run smoothly and effectively. The Program Coordinator will also assist with community outreach and partnership development for ongoing and new programs offered by the Hospice and maintain confidential program documentation. The role also includes assisting with program related event planning and community education initiatives and will be providing administrative support to the Social Worker and Programs Lead.

DUTIES AND RESPONSIBILITIES

- Assist with the planning, coordination, and delivery of hospice and grief and bereavement programming, including group sessions, workshops, and community-based initiatives.
- Attend and support program sessions, fostering a safe, inclusive, and supportive environment for participant.
- Co-facilitate support groups and community initiatives related to Hospice programming.
- Provide empathetic, person-centered support using active listening and appropriate boundaries when individuals are experiencing grief and emotional distress
- Prepare program materials and assist with session setup and cleanup
- Provide administrative support to our Social Worker and Programs Lead
- Assist with participant registration, scheduling, and communication related to programming
- Collaborate with the Hospice's Volunteer Coordinator to support volunteer coordination as needed for sessions, events, and workshops
- Assist with community outreach activities and partnerships development for ongoing and new programs offered by the Hospice.
- Maintain accurate records, including attendance tracking and program documentation
- Collect and organize program evaluation data, including pre- and post-program surveys and participant feedback
- Collaborate with the Social Worker and Program Lead and hospice team to support program development and continuous improvement
- Maintain confidentiality and adhere to all privacy and ethical standards when working with participants and families
- Support transportation logistics as needed, which may include assisting volunteers in accessing community-based programming
- Demonstrate a grief-informed approach in all interactions with participants, families, and volunteers
- Identify and communicate any participant concerns or needs to the Social Worker and Program Lead in a timely manner
- Other duties as assigned.

Qualifications:

- Must live in the province and be a Canadian Citizen or permanent resident who can legally work in Canada.
- Must meet the definition of EI eligible
- Must be approved by the department under Section 25 of the Employment Insurance Act.

- Must have an employment plan that shows the JCP work experience supports a reasonable job goal.
- Excellent organizational and workplace skills.
- Valid driver's license with access to personal vehicle would be considered an asset.
- Post-secondary education or training in social work, psychology, community studies, or a related field
- At least six months of experience working or volunteering in a healthcare, hospice, community organization, or human services setting is required
- Demonstrated understanding of, or willingness to learn, grief literacy and trauma-informed approaches to care
- Demonstrated understanding of, or willingness to learn, about the importance of self care and incorporating personal healthy coping strategies to mitigate risk of compassion fatigue and/or burnout.
- Strong interpersonal and communication skills, with the ability to engage compassionately with individuals experiencing grief and loss
- Excellent written communication skills for documentation, reporting, and participant correspondence
- Strong organizational and time-management skills, with the ability to manage multiple tasks and priorities
- Ability to work both independently and collaboratively within a multidisciplinary team environment
- Strong working knowledge of Microsoft 365 suite of software and be able to demonstrate proficiency in same
- Strong attention to detail

Other Skills and Abilities:

- A strong sense of dedication to the mission, values, and goals of Lionel Kelland Hospice and be a dedicated staff team member.
- Ability to handle difficult situations in a caring, empathetic manner with good judgement.
- Effective and respectful communication with staff and volunteers.
- Tact and discretion in dealing with and handling confidential information.
- Positive attitude and a willingness to "go the extra mile" when delivering quality service and building positive work environment.
- Demonstrated empathy, emotional intelligence, and self-awareness when working with individuals experiencing grief and complex emotions
- Ability to handle sensitive and emotionally distressing situations in a calm, supportive, and professional manner
- Strong understanding of personal and professional boundaries, particularly when working with vulnerable populations

- Effective and respectful communication with staff, volunteers, participants, and families
- Active listening skills and the ability to provide supportive, non-judgmental presence
- Ability to adapt to changing needs within a dynamic program environment
- Willingness to learn, reflect, and receive feedback in a supportive supervision setting

Standards of Performance:

- The Program Coordinator must demonstrate ongoing competency and a commitment to continuous quality improvement in completing all duties and responsibilities as detailed in this job description, in accordance with all Hospice policies and approved plans.