



Supportive Care Counsellor Job Posting

Position title:	Supportive Care Counsellor
Reports to:	Manager of Community Programs
Start Date:	As soon as possible
Location:	Hospice Peterborough
Wage:	\$24.41-\$37.14
Type of employment:	17.5 hrs/week permanent position
Work hours:	Most service will be 9 am-5 pm, occasional evenings and weekends
Posting date:	August 25, 2022
Closing date:	September 8, 2022 @ 4:00 PM

Hospice Peterborough is seeking a supportive care team member, who will join the Peterborough Palliative Community Care Team (PCCT) to provide supportive care to clients who are dying and, to their family members in the community and in the Hospice Residence. The role supports clients' psychological, emotional, social and spiritual needs and involves working with other members of the client's, circle of care to support the client and family.

Primary Duties and Responsibilities:

- Supportive Care Staff provide:
 - psychological, emotional, social and spiritual support to palliative clients and their family- This could include counselling clients and caregivers on topics such as death and dying, existential meaning and purpose, spiritual distress, legacy work, culture, self esteem, dignity, adaptation to illness and its consequences, social functioning, advocacy issues, funeral planning, financial, legal, relationships, communication, spiritual well being and grief and loss.
 - debriefing with Hospice staff and volunteers when difficult situations arise in their work and when a client's death or a series of deaths significantly impact them.
 - group facilitation and education on an as needed basis to support the work and mandate of Hospice Peterborough (e.g. volunteer training session, community workshop, etc.).
- Supportive Care utilizes established tools for assessing what is happening with a client, care planning and documentation and may:



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- conduct client assessments/reassessments and establish/revise the care plan in consultation with the client and circle of care.
 - link the client and their family with Hospice services and programs.
 - Link and advocate for the client and their family to connect them with other health and community supports as appropriate.
 - provide continued opportunities for clients to explore, prioritize and plan for meeting needs as they emerge throughout the course of a life-threatening illness and/or in bereavement.
 - participate in Palliative Care Community Team Rounds on an as needed or as required basis
 - refer and consult with health service providers and broader community service partners when appropriate.
- The Supportive Care Counsellor will collaborate with intake services through consultation, reviewing new contacts, assessing needs, assisting in determining next steps and maintaining appropriate documentation, where appropriate.

Organizational Responsibilities:

As appropriate in a contract position:

- Represent Hospice Peterborough in selected community activities, education opportunities and committees.
- Complete administrative and quality reports on a timely basis ensuring that all data submitted is accurate, precise, and current.
- Participate in the development of Hospice Peterborough's Quality Improvement and Strategic Plans.
- Participate with the Manager of Community Programs in an annual performance appraisal.
- Fulfill all responsibilities in accordance with the policies and procedures and standards of Hospice Peterborough.
- Willingness to accept other duties as required.

Key Competencies:

- **Accountability:** Takes ownership of personal workload, as well as the workload of employees under his/her direction.
- **Adaptability:** Adapts and responds to changing conditions, priorities, technologies and requirements.
- **Attention to detail:** Attends to details and pursues quality in the accomplishment of tasks, regardless of the volume of duties encountered.
- **Building Relationships:** Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization.



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- **Collaborative** - Create and foster a work environment where ideas are shared to work together to achieve organizational goals.
- **Commitment:** Commitment to Hospice Peterborough's mission, vision, goals, Philosophy of Care and Guiding Principles.
- **Communicate Effectively:** Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
- **Compassion:** Demonstrated compassion, diplomacy, discretion, sensitivity, and respect for others.
- **Cooperative** – Work well with others and have the ability to mitigate conflict.
- **Foster teamwork:** Creates and fosters a work environment where ideas are shared and departments work together to achieve organizational goals and objectives.
- **Judgement** - Ability to use sound reasoning when faced with various issues. Has the ability to make quick, effective decisions.
- **Knowledge** - Working knowledge of Central East LHIN and MOHLTC priorities, current healthcare trends, legislation, and programs, especially as applied to palliative care to be able to integrate this into program planning and policy and procedure writing. Knowledge of community resources related to hospice palliative care and supportive/spiritual care and the ability to develop and maintain effective partnerships with other service providers
- **Leadership:** Proven ability to work collaboratively as a member of an interdisciplinary health care team, and provide leadership, support, coaching, encouragement and direction where required
- **Ownership:** Takes pride in the work that is accomplished, and understands the functions of tasks within the bigger picture of the organization. Ensures deadlines are met and work is completed properly.
- **Philosophy of Care** – Philosophy of caring consistent with the client-centered, holistic model of Hospice Peterborough.
- **Professionalism:** Demonstrates professional standards of conduct when governing interactions between individuals in a business environment.
- **Research and Learning** - Commitment to continuous learning and ability to search out relevant evidence based standards/guidelines and integrate them into practice
- **Teamwork:** Works cooperatively and effectively with others to reach a common goal. Participates actively in group activities fostering a team environment.
- **Time Management:** Proven ability to manage time, organize priorities, and balance an ever-changing workload.

Qualifications:

- Degree in Social Work, Theology, Counseling, Psychology or other related field
- Additional education in supporting clients who are dying and their caregivers including in bereavement



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- Membership in a regulated health profession, preferred
- Demonstrated experience in hospice palliative care is preferred
- Ability to demonstrate compassion, empathy, integrity, respect, courtesy and a caring attitude in all interactions
- Valid driver's license, a reliable vehicle for work related purposes, and current vehicle insurance.
- Outstanding interpersonal, communication, group facilitation, counselling and organizational skills.
- Ability to work flexible hours including possibility of on-call rotation.
- Knowledge of community health and social service resources an asset.
- Computer literacy.
- Current and original copy of a satisfactory Criminal Records Check, Vulnerable Sector Search and Child Abuse Registry Check is required upon the start of employment.

Work Conditions and Physical Capabilities:

- Fast- paced, highly detailed environment.
- Ability to carry items using appropriate lifting techniques.
- Community partners

Applications (cover letter and resume) must be mailed or hand delivered to Natalie Warner, and received by Thursday September 8, 2022 at 4pm. (Applications will ONLY be accepted if received as directed.)

Please address your application to:

Natalie Warner, Manager of Community Programs
Hospice Peterborough, 325 London Street, Peterborough, ON K9H 2Z5

Questions can be directed to Natalie at nwarner@hospicepeterborough.org.

Thank you for your interest. Please note that only those selected for an interview will be contacted.

Hospice Peterborough is an organization that strives to embrace the spirit of inclusion, diversity, equity and accessibility. We are an equal opportunity employer committed to building an inclusive and barrier-free environment in which all individuals have access in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA).

Accommodation will be provided in all parts of the hiring process as required under relevant policies of Hospice Peterborough. Applicants will need to make their needs known in advance.