



## **PALLIATIVE/ANTICIPATORY GRIEF AND BEREAVEMENT SUPPORT WORKER JOB DESCRIPTION**

The Comox Valley Hospice Society (CVHS) Palliative/Anticipatory Grief and Bereavement Support Worker assesses and provides time limited 1:1 support to palliative end of life and grieving individuals, their family members and/or other significant caregivers. Support is provided primarily in-person at the CVHS office, in hospital and in-home visits. The position collaborates with other CVHS staff, End of Life (EOL) Care colleagues including the Island Health (IH) Palliative Team and other community providers to ensure integrated service delivery to the clients. The position also supports the involvement of volunteers who are working with their CVHS clients as part of the client care team.

**About Comox Valley Hospice Society (CVHS):** The purpose of CVHS is to ease the journey of dying and grieving for residents of the Comox Valley. CVHS is a non-profit registered charity that has been in operation for over 40 yrs and provides quality palliative and bereavement services and resources for those impacted by end-of-life or life limiting illness. One-on-one support, numerous volunteer-led groups, lending library and other resources and opportunities are on offer, free of charge, skillfully developed and lovingly delivered.

CVHS is committed to ensuring a safe and inclusive work environment and ways of practice. We are intentional in continuing to learn about and address systemic racism in all its forms. We respectfully acknowledge that we live, work, and play within the unceded traditional territory of the [K'ómoks Nation](#).

The CVHS office is in the same location as the Aitken Community Hospice in Ocean Front Village at 2900 Cliffe Ave. in Courtenay. For more information about the society go to our website [www.comoxhospice.com](http://www.comoxhospice.com)

### **DUTIES AND RESPONSIBILITIES**

#### **Client Services:**

- Consult with CVHS clinical team and IH to identify potential palliative/anticipatory grief support for people in hospital, in homes, or referred to CVHS;
- Review new client bereavement referrals and assesses client appropriateness and readiness for CVHS bereavement services and registers them accordingly;
- Supports and/or counsels CVHS clients at the Aitken Community Hospice, CVHS office, and at times in client homes;
- Addresses and/or advocates for the practical, emotional, psychosocial and spiritual support to clients, family members and/or caregivers;
- Coordinates and oversees CVHS client care plans for continuity of care;

- Participates in partner meetings to ensure comprehensive client, family and caregiver-focused care;
- Participates in CVHS clinical meetings, case conferencing and client debriefs;
- Support volunteer-led groups as requested;
- Develops and maintains external relationships with EOL Care colleagues, other local health care providers and community counsellors;
- Where appropriate, initiates referrals to other community and/or health services;
- Bridges clients between organizations;
- Liaises and collaborates with other health care professionals and palliative care providers to address/problem solve client care issues;

### **Volunteer Program:**

Collaborates with Volunteer Coordinator in:

- Determining assignment of volunteers to clients;
- Assisting with volunteer support and debrief sessions where appropriate;
- Providing feedback and identifying when corrective action or progressive discipline is needed;
- Identifying volunteer education and skill development needs and contributing to the development of programs to meet those needs;
- Assisting with the delivery of volunteer training and orientation programs as requested.

### **Community Liaison and Education:**

- Assists with providing grief education and resources to community organizations as requested;
- Assists with CVHS events as requested.

### **Organizational and Administrative Duties**

- Reflects CVHS's Vision, Purpose and Core Values in their work;
- Maintains accurate, pertinent, relevant, up-to-date client notes and information using Info Anywhere data management system;
- Ensures confidentiality and safekeeping of CVHS records;
- Reviews and implements policies, standards of practice and guidelines as set by CVHS and/or relevant external bodies;
- Provides status reports and relevant program information as requested by the Program Coordinator and/or Executive Director;
- Identifies and assists in maintaining relevant resource material and lending materials conjunction with CVHS staff members;
- Reviews and revises written procedures for client programs in collaboration with other CVHS staff;
- Contributes volunteer policy and procedure suggestions where appropriate;
- In collaboration with the clinical team, assesses and monitors effectiveness of CVHS client services and the way the CVHS services are delivered; and, proposes changes that would improve the quality of service to CVHS clients;

- Participates in ongoing program development;
- Ensures the Program Coordinator and/or Executive Director is informed and aware of significant events and activities in their areas of responsibility;
- Performs other tasks and sundry duties as required for the smooth and efficient running of CVHS programs and services.

## **JOB SPECIFICATIONS**

### **A: EDUCATION AND EXPERIENCE:**

- Demonstrated knowledge of the dying and grief process;
- Demonstrated knowledge of family systems and the impact on individuals in times of crisis;
- Demonstrated knowledge and experience with trauma-informed practice;
- Knowledge and understanding of the philosophy of EOL Care and the needs of the dying, their families and the bereaved;
- A post-secondary degree with a focus on counselling or an equivalent combination of training/education (e.g., social work, nursing) and experience.

### **B: APTITUDES AND ABILITIES:**

- Strong verbal and written communication skills;
- Exceptional interpersonal skills including problem solving and mediation skills;
- Experience in working with individuals and families experiencing a crisis;
- Ability to work in a highly confidential environment adhering to policy and procedures to protect the staff, client and organization;
- Demonstrated client-focused approach to care;
- Ability to maintain appropriate boundaries in the face of sorrow, pain, and suffering;
- Clear understanding of adult educational principles;
- Keen interest in working with volunteers;
- Demonstrated ability to work as part of a team and independently;
- High degree of flexibility and initiative;
- Demonstrated ability in the use of Microsoft Office Suite, web based applications and the willingness to learn new software programs;
- Knowledge of Comox Valley Hospice Society and local community resources is an asset;
- Commitment to ongoing professional growth and development through workshops and other learning opportunities;
- A demonstrated commitment to cultural safety and humility and ongoing learnings to support the National Truth and Reconciliation Calls to Action and to sexual and gender diversity and inclusion and anti-racism in all forms.

CVHS is committed to employment equity. We welcome applications from anyone with the requisite qualifications and skills including members of visible minority groups, Indigenous, Black and People of Colour, persons with disabilities, LGBQ+ persons and Trans and Gender Diverse persons.