



**North Eastman Health Association Inc.  
Job Description**

**Coordinator of Bereavement and Support Services**

**Position Summary**

The incumbent is responsible for the management of Palliative Care Volunteer Program, Bereavement Services and grief/bereavement counselling. They will also contribute to palliative care program development in the North Eastman Health Association.

**Reports To:** Home Care Manager

**Union:** MGEU – Professional Technical

**Qualifications:**

Education and Experience

- Bachelor of Social Work
- Certificate in Volunteer Management or equivalent knowledge and experience
- Minimum of one year of related experience in a supervisory position with demonstrated program development and leadership skills

Knowledge, Skills and Abilities

- Demonstrated ability to communicate both verbally and in writing
- Experience in providing counselling services
- Demonstrated skills in supervision and support
- Knowledge and experience in palliative care
- Ability to work independently
- Must have a valid drivers license and vehicle available
- Basic computer skills

**Duties and Responsibilities:**

- Manage volunteer services in support of the Companion and Bereavement Volunteer Program activities
- Recruit and screen prospective volunteers as outlined in the NEHA Volunteer Manual
- Organize and facilitate the volunteer education programs
- Maintain appropriate records on all volunteers and Database
- Ensure recognition for volunteers on an ongoing and annual basis
- Provide training and support to staff and volunteer leaders on working with volunteers to ensure both volunteer satisfaction and satisfactory job completion
- Ensure appropriate evaluation processes for all volunteers; provides support and guidance to both staff and volunteers regarding volunteer performance
- Maintain confidentiality in accordance with the Personal Health Information Act
- Be available to attend and participate in educational programs for continued self-development.
- Assist in the development of appropriate policies
- Work in collaboration and consultation with other staff, volunteer coordinators, and community services in providing grief and bereavement resources or counselling
- Provide individual and family counselling as needed
- Available to work occasional evenings and weekends
- Other duties as assigned.

Revised: September, 2003  
Date

Approved by: \_\_\_\_\_ Date \_\_\_\_\_  
Manager/ Supervisor

Approved by: \_\_\_\_\_ Date \_\_\_\_\_  
Vice President/ CEO

Reviewed by: \_\_\_\_\_ Date \_\_\_\_\_  
Director, Human Resources