



Scarborough Centre for Healthy Communities (SCHC) is dedicated to providing accessible, equitable, and transformational health and social service choices for the well-being of Scarborough's diverse communities. We cultivate vital community services by promoting healthy lifestyles while delivering a comprehensive range of culturally competent health and social services programming. Our I2CARE values ensures that we, as a work community, treat all with, inclusivity, innovation, collaboration, accessibility respect and equity.

As an employer, we strive for excellence as a workplace and are committed to building a workforce that enhances our capacity to meet the needs of the diverse communities we serve.

We are currently looking to hire a:

**Grief and Bereavement Care Coordinator
1 – Full Time, Permanent (35 hours per week)**

Reports to: Community Health Teams Manager

Purpose:

The Grief and Bereavement Care Coordinator assist in the design, implementation and maintenance of grief support services, including support groups, a volunteer based bereavement program and provides individual counselling. They will be involved in case management and case consultations with other health professionals in Scarborough. They will ensure the continuity of group programs and provide regular training, support, and supervision to the Bereavement Care Volunteers. Additionally, they will play a lead role in developing and maintaining relationships with key stakeholders in the community.

Key areas of responsibility:

Client intake, Assessment and Counselling:

- Collect and enter referrals into the client database.
- Connect with the client and their family, if necessary, by the next working day
- Conduct the necessary assessments and complete the required forms to initiate services.
- Develop, implement, and regularly evaluate service deliver and make recommendations for service delivery improvement.
- Share relevant information with group Bereavement Volunteers.
- Maintain up-to-date case notes.
- Follow up with clients as needed or identified by the Bereavement Care Volunteers.
- Provides a wide range of interventions including individual, couple and family counselling/support, advocacy, education, access to community supports internally and externally.
- Facilitate groups as needed in person, virtually or in the Community.

Volunteer Matching & Management:

- Together with the team, assess suitability of potential volunteers for front-line services.
- Identify suitable client-volunteer matches.
- Introduce the client to the volunteer.
- Maintain monthly contact with all clients and matched volunteers and Facilitators.
- Train and support volunteers for facilitating groups and one on one visits.
- Collect, review and enter volunteers statistics into the database monthly.
- Keep abreast of issues in volunteers' lives (e.g. absences, sickness, bereavement leaves).
- Participate in appreciation and recognition events.
- Participate in support/educational activities for volunteers as needed.



- Contribute to the quarterly newsletter for volunteers and stakeholders.
- Coordinate the updating of the website in relation to client services.
- Respond to and resolve formal and informal client and volunteer complaints and grievances.

Office Administration:

- Maintain computerized client and addresses, phone, and email lists.
- Ensure the collection of client and volunteer statistics is occurring regularly.
- Review current forms and develop new forms when appropriate.
- Develop, review, and distribute all client policies and procedures to volunteers and staff.
- Prepare an annual report on the contributions of the bereavement care program to the community.
- Ensure bereavement cards are sent to family/caregivers and volunteers as appropriate.

Community Collaboration:

- Attend meetings and events in the community that enhance Scarborough Centre for Healthy Communities Hospice program profile, ability to strengthen services and partnerships.
- Build relationships with other individuals and agencies to provide strong referrals and case collaboration for more challenging situations.
- Establish and maintain key relationships with doctors, mental health services, long-term care centers, memorial committees, social workers, funeral homes and others for the purpose of effective referrals and program development.
- Lead Bereavement Network.

Risk Management:

- Monitor risk management policies and procedures to ensure that programs and organization risks are minimized.
- Evaluate the risks associated with each client and take appropriate action to control the risks.
- Ensure the volunteers are able to work in safe, healthy and supportive environment in accordance with all appropriate legislation and regulations.
- Ensure the clients have current information regarding their rights and our limitations.
- Other duties as required.

Requirements/Qualifications:

Position Skills:

- Diploma or Degree in social services, psychology, counselling, hospice palliative care, or an equivalent combination of complimentary education and experience. Registration with appropriate governing body. Bachelor's Degree in Social Work considered an asset.
- 3-5 years related experience.
- Knowledge of life-threatening illness, hospice/palliative care philosophy, grief, and bereavement.
- Experience with individual assessments and case management.
- Experience with community development.
- Experience working with volunteers.
- Knowledge of peer mutual support model.
- Knowledge of computers and networking skills.
- Excellent interpersonal, organization and team-building skills.
- Excellent problem-solving, decision-making, and leadership skills.
- Working knowledge of a second language an asset.

**Sectorial Knowledge:**

Experience working in the non-profit sector. Strong understanding of client- centered practice, group facilitation, case management, and community engagement. Knowledge of current trends, resources, and information related to hospice and bereavement.

Working Conditions:

The work involves dealing with staff, external stakeholders, volunteers and clients. Must be able to handle multiple demands effectively. Physically, the Coordinator's office is located indoors at a site which is wheelchair accessible however, meetings occur in the community which may pose physical barriers. There are no physical requirements regarding loading, lifting or bending beyond those reasonably expected in an office setting. Evening and weekends are required. A car and a valid driver's license is an asset.

WHY SCHC?

- A strategic commitment to organizational health, ensuring our people and culture are well supported.
- 3 weeks paid vacation for full time positions to start, additional time with tenure.
- Continuous funded training opportunities.
- Paid sick and family sick days.
- Health benefits including prescription drugs, dental, vision care, alternative therapies, life insurance, employee assistance program, disability insurance; benefit coverage for family and dependents available.
- HOOPP pension plan member.
- SEIU Union.
- A strategic commitment to Action on Equity to advance diversity, equity, inclusion and belonging utilizing an intersectional lens.
- Standard working hours, with flexibility to accommodate occasional evening or weekend appointments.

Remuneration: \$30.55 – \$35.67

Band: F

Please note: All other conditions of employment are set out in the collective agreement between SCHC and SEIU.

Please apply in confidence to HR by email: Recruitment@schcontario.ca

We would like to thank all applicants; only those invited to interviews will be contacted.

Note: Please quote **GBCC** in the subject line.
This is an **Existing Vacancy**.

If you require any accommodation, please advise Human Resources. As a condition of employment all new hires must be legal to work in Canada. You will also be required to undertake a Vulnerable Sector Screening with Police Services.



SCHC values equity, inclusion and accessibility. We welcome those who have a demonstrated commitment to upholding these values and who will assist us to expand our capacity for diversity in the broadest sense. We encourage applications from members of groups that have been historically disadvantaged and marginalized, including First Nations, Metis and Inuit peoples, Indigenous peoples of North America, racialized persons, newcomers, persons with disabilities, and those who identify as women and/or LGBTQ2S+

SCHC is committed to providing a barrier-free environment for all stakeholders including our clients, employees, job applicants, suppliers and any visitors who may enter our premises, access our information or use our services. We respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act, 2005*, and its associated regulations. SCHC will provide accommodations to applicants with disabilities throughout the recruitment, selection and/or assessment process. If selected to participate in the recruitment, selection and/or assessment process, please inform Human Resources staff of the nature of any accommodation(s) that you may require.

For more information about our programs and services, please visit our website at www.schcontario.ca.

Find us on Social Media: [Facebook](#) – [Twitter](#) - [Linked In](#) – [You Tube](#)