



## POSITION DESCRIPTION

**POSITION: SERVICES COORDINATOR**

### **FUNCTION:**

The Services coordinator shall:

- Assist clients requiring palliative care to obtain services.
- Co-ordinate services provided by volunteers of the Airdrie & District Hospice Society and
- Facilitate partnerships with care givers in the District (Irricana, Crossfield, Biesker)
- Administer all aspects of the Society office.

### **RESPONSIBILITIES:**

1. CLIENT: "Clients" are individuals, families and friends in the community that require palliative care services immediately or in the future. Responsibilities pertaining directly to clients will include:
  - A. Being the person for initial contact.
  - B. Assessing the services that will meet the specific needs of the client.
  - C. Coordinating the service provided to clients.
  - D. Making follow-up contact with the family post-death.
  - E. Preparing and filing all documentation required for each client.
  - F. Being on-call or ensuring that someone from the Society is on-call to provide service to clients at all times.

II. VOLUNTEERS: The Services Coordinator shall be the primary contact person for the "volunteers" of the Society.

"Volunteer services" may include palliative care, driving, financial expertise, support to society committees, and fundraising.

Specific responsibilities pertaining to Society volunteers will be:

- A. Recruiting volunteers.
- B. Receiving expressions of interest from potential volunteers and defining their area(s) of interest.
- C. Processing volunteer applications.
- D. Coordinating volunteer training.
- E. Deploying volunteers for volunteer services.
- F. Establishing a “buddy system” for volunteers.
- G. Debriefing volunteers as services to a client have been completed.
- H. Meeting with the volunteer group on a quarterly basis.
- I. Defining the volunteer services and ensuring that the specific volunteer requirements and related policies are current.

III. HOSPICE SUITES: The Services Coordinator will manage the Hospice suites within the parameters of the agreements with Alberta Health Services and **our partner yet to be determined** and will be the Society representative addressing the care provided to Society clients in the suites.

- A. Coordinate and delegate the support for families in their home.
- B. Be on call or arrange alternative call for issues as they arise with clients
- C. Promote the Hospice suites as a palliative care alternative when in place.

IV. PARTNERSHIPS: The Services Coordinator shall facilitate partnerships with the care providers in the District to enhance services to the client in a collaborative and effective manner. This will be achieved by communicating with the following care providers:

- A. Palliative Care Resource Nurse (PCRN)
- B. Home Care Nurse (HCN)
- C. Alberta Health Services
- D. Physicians
- E. Hospitals
- F. Palliative Care Committees/Societies.
- G. Other care providers as opportunities arise.

V. ADMINISTRATION: The Service Coordinator shall be responsible to ensure that all services related to clients, coordinating volunteers and facilitating partnerships are accurately maintained by:

- A. Managing records in an orderly and confidential manner.
- B. Being responsible for incoming and outgoing communications.
- C. Preparing monthly activity reports.
- D. Attending Board Meetings as requested.
- E. Attending Roadshows, and Conferences with the approval of the Board.
- F. Provide general office administration.

VI. Other duties and responsibilities may be assigned.

#### **ACCOUNTABILITY:**

The Services Coordinator shall be appointed by the Board and shall be supervised by the President or designate of the Board.

**QUALIFICATIONS REQUIRED:**

The Service Coordinator shall possess the following:

- Palliative care sensitivity
- Proven relationship building skills
- Training and experience in palliative care will be given preference.
- Excellent computer and office administrative skills
- Current health care experience will be given preference.

**Applications will be accepted until the position is staffed. Please submit cover letter and resume attention Board Chair Lise Blanchette: [Hospiceairdire@gmail.com](mailto:Hospiceairdire@gmail.com)** Please note this is a part time position and the hours per week and wage will be determine with the successful candidate.