

**Family Counsellor**  
**Living With Advanced Illness Centre**  
**Position Description**

**Position Title:** Family Counsellor

**Reports To:** Director, Living With Advanced Illness Centre

**Status:** .5 to 1.0 FTE, Contract with potential to become permanent

**Position Summary:**

The *Living with Advanced Illness Centre* is one of three service programs offered through Hospice Calgary. This Family Counsellor position has an important role in contributing to our vision – *People of all ages can live well in their unique experience through illness, death and grief.*

The *Living with Advanced Illness Centre* is comprised of a specialized team of counsellors committed to improving the wellbeing of clients and families living with any advanced life limiting illness, across the continuum, from diagnosis to end-of-life, and bereavement.

This Family Counsellor position is responsible for providing assessments and counselling support to clients, caregivers and their families with an advanced life threatening diagnosis.

The primary function of this position is to assess psychosocial needs and concerns of clients from onset of advanced illness to bereavement and provide counselling as required. The position also contributes to an ethical, safe, and inclusive environment through knowledge and practice of the organization's policies and procedures.

This position works as part of the larger inter-professional team of the Rosedale Hospice, Children's Grief Centre, and the *Living with Advanced Illness Centre* team.

**Primary Duties and Responsibilities**

**Clinical:**

- Provides counselling and group facilitation to clients, caregivers, and families living with advanced illness and grieving a death.
- Assesses clients to identify their goals and determine required interventions.
- Provides counselling services in the community (home, school, hospital, hospice) and at our counselling Centre. Virtual counselling is also offered to ensure access.
- Acts as an advocate on behalf of client/family for optimal community support and access to appropriate resources and refers clients as necessary
- Participates in monthly Living with Advanced Illness Centre team meetings and is available to provide consultation support to Rosedale Hospice as required.

**Education and Professional Development:**

- Consults with the clinical team and/or Director regarding client caseload to ensure optimum counselling interventions and approaches are being utilized.

- Works collaboratively with Hospice Calgary clinical teams to provide professional consultation and education to other community organizations and professionals.
- Develops, reviews, and is accountable for goals towards personal, professional, and organizational development.
- Participates in working groups, committees and community networking groups as required and to facilitate personal professional development.
- Participates in research projects within the organization as required.
- Works in accordance with own professional Code of Ethics of accrediting association.
- Performs other duties as required.

**Administrative:**

- Maintains confidential client case notes as per Hospice Calgary guidelines.
- Records statistics on client and non-client contacts as per guidelines.
- Follows Hospice Calgary's policies and procedures related to client and staff safety.
- Continuously researches best practice. Provides current resource information to clients and initiates sharing of knowledge with staff, colleagues, and the community.

**Qualifications & Competencies:**

- Bachelor of Social Work or Nursing; Master's Degree in Social Work, Nursing, or Counselling preferred.
- **Current registration in professional organization is required.**
- Minimum of 2 years counselling experience involving palliative care, advanced illness and/or bereavement, including work with children/teens and families, and adults.
- Knowledge of and commitment to philosophy of end-of-life and palliative care.
- Ability to deal with crisis management while prioritizing and triaging the caseload.
- Ability to work independently and within a team environment.
- Values volunteers and understands their role in the organization's success.
- Experience working as or with volunteers an asset.
- Administrative and management skills an asset.
- Strong written and verbal communication skills.
- General computer skills.
- Valid Class 5 driver's license and own transportation required.
- Clear criminal record check and child intervention check.

**Working Conditions:**

- A regular workweek is required.
- The position requires some flexibility in working hours (38.75 hrs for 1.0 FTE) in order to meet the needs of the client and the organization.
- Some occasional evening or weekend work is required.
- Travel is required within city limits and occasionally in local rural areas.
- Online Zoom counselling is an option for selected clients. Experience and confidence with online counselling is an asset.