



Hospice Calgary

Hospice Calgary is a non-profit organization serving the Calgary community for almost 40 years.

Through our three centres of care, we support children, teens, and adults through the grieving process as they face advanced illness or the death of someone in their life. We promise to have the difficult conversations about death, dying, and grief while honouring each unique experience of grief.

Program Director, Permanent 1.0 FTE

Our Mission, Vision, and Values
Mission: To help people find hope and well-being through the provision of compassionate support and exceptional care during advanced illness, end of life, and grief.
Vision: People of all ages can live well in their unique experience through illness, death, and grief
Values: Authenticity • Compassion • Dignity • Empathy • Equity • Ethical Practice • Excellence • Family-Centred Care • Inclusiveness • Integrity • Respect • Responsiveness

Reporting to the Executive Director, the Program Director provides strategic and operational leadership for Hospice Calgary's Children's Grief Centre (CGC) and Osten-Victor Living with Advanced Illness Centre (LAIC). This newly created role is responsible for shaping program vision, driving service innovation, and ensuring operational excellence across both Centres while strengthening integration to maximize client impact and organizational efficiency.

Working in partnership with the Clinical Supervisors, the Program Director ensures programs are responsive, effective, and aligned with Hospice Calgary's strategic priorities.

Responsibilities

Strategic Leadership & Program Vision

- Lead the strategic direction, annual planning, and ongoing evolution of Hospice Calgary's Children's Grief Centre and Osten-Victor Living with Advanced Illness Centre.
• Drive innovation, collaboration, and integration across both Centres to strengthen services, enhance community impact, and respond to emerging needs.
• Champion Hospice Calgary's Model of Care and equity-informed, person- and family-centred practice.

Operational Leadership & Service Excellence

- Provide operational leadership to ensure high-quality, efficient, and consistent service delivery across both Centres.
• Optimize systems, workflows, policies, and processes while ensuring compliance with organizational, professional, accreditation, and legislative standards.
• People Leadership.
• Lead, coach, and develop a multidisciplinary team, fostering a culture of collaboration, accountability, psychological safety, and continuous learning.
• Partner with Clinical Supervisors to ensure operational leadership and clinical excellence are aligned through complementary roles.

Impact and Performance

- Lead program evaluation, performance measurement, and quality improvement initiatives.
• Use data, outcomes, and evaluation to inform decision-making, demonstrate impact, and meet funding and organizational reporting requirements.

Financial Stewardship

- Develop and manage program budgets and resources to ensure operational excellence and long-term sustainability.
• Partnerships & Community Engagement.
• Build strategic partnerships that strengthen the continuum of grief and advanced illness support.

What We Require

- Graduate Master's degree in health, social services, nonprofit leadership, or a related field or equivalent.
• 7+ years of progressive leadership experience in health care, social services, or the nonprofit sector and a minimum of 3 years in a senior program leadership or director-level role.
• Demonstrated success leading multidisciplinary teams and supporting organizational change.
• Experience with program planning, budgeting, and continuous improvement.
• Strong communication, relationship-building, and people leadership skills.

Assets

Experience in grief, bereavement, palliative care, advanced illness, or mental health; knowledge of Alberta's health and social service systems; Experience with accreditation, quality improvement, or trauma-informed leadership; Ability to build integration and alignment across programs and teams.

What We Offer
• Competitive Pay
• Generous Vacation, Sick and Wellness Benefits
• Annual PD allotment
• Allotment toward professional registration
• Extended health and dental benefits
• Employee Assistance Program
• RRSP Matching Program

Submit cover letter and resume with attention to Robyn Romano, Executive Director to: hiring@hospicecalgary.ca