

Companion Program Coordinator
Position Description

Position: Companion Program Coordinator

Reports to: Program Director

Status: 1.0 FTE, Permanent

Position Summary: The Companion Program Coordinator works within an interprofessional team environment and is responsible for the day-to-day management of two important community programs: the Companion Program and Bereavement Telephone Support Program. The position is responsible for program development, coordination, implementation, and evaluation.

The Program Coordinator coordinates and supports volunteers who are integral to the delivery of the Companion Program and Bereavement Telephone Support Program. Working collaboratively with the Volunteer Manager, the Coordinator ensures volunteers are well supported, engaged, and equipped to provide compassionate, client-centred care.

The position also contributes to an ethical, safe, and inclusive environment through knowledge and practice of the organization's policies and procedures.

Primary Duties and Responsibilities:

- Client Assessment and Support
- Coordinates onboarding of new clients and family members into the program.
- Coordinates the onboarding and training of volunteers.
- Acts as the primary point of contact for program volunteers.
- Regularly assesses and monitors the quality of the relationships between volunteers and families; seeks interest holder input.
- Is required to do home, hospice, and hospital visits with clients and/or program volunteers.
- Ensures supports are in place to meet the needs of the clients and that volunteers have the information they need to make appropriate referrals within Hospice Calgary and in the community.

Program Delivery:

- Works as part of a team to meet program development, training, and implementation deadlines.
- Works with the Volunteer Services Manager to implement, and evaluate volunteer recruitment, training, and ongoing education. Understands and communicates the scope and limitations of the volunteer role while supporting and mentoring program volunteers.

- Participates and supports ongoing program evaluation. Supports program changes in response to evaluation findings and client/volunteer needs.
- Maintains regular communications with clients, caregivers, and volunteers ensuring client, family, and volunteer needs are addressed.
- Assists, as needed, with development and review of program materials.
- Attends community meetings and builds community connections for the awareness and promotion of the Companion and Telephone Bereavement Support Programs.

Administrative Duties:

- Participates in team and supervision meetings as required.
- Ensures regular documentation on all program participants, and keeps statistics on program attendance, offsite visits, community networking, volunteer hours, etc.
- Continuously researches best-practice and keeps current information available for clients, volunteers, and colleagues.
- Attentive to quality improvement opportunities and is open to explore, trial, and measure the impact of changes to operations where there is room for improvement.

Qualifications & Competencies:

- Degree or diploma in social work, psychology, education, nursing, counselling, or another related field.
- Knowledge of, and commitment to, philosophy of hospice care regarding the needs of patients with advanced illness diagnoses and bereavement.
- Minimum of 2 years palliative care experience preferred.
- Program development and coordination experience is an asset.
- Previous experience with volunteer management and/or training required.
- General computer skills with experience with Excel, Word, Power point. Confident with data entry.
- Time management and organization skills.
- Strong written and verbal (telephone, 1:1 and group) communication and presentation skills.
- Valid Alberta Class 5 driver's license, own transportation and \$2million liability insurance required.

Working Conditions

- This is a primarily onsite position Monday to Friday. The position does require some flexibility in working hours to meet the needs of the clients and volunteers.
- Some minor physical work may be required (e.g. light lifting and moving tables)
- Some travel may be required outside Calgary city limits to surrounding communities.