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**Director of Community and Supportive Care
Permanent Full-time
30 hours per week**

Through enhanced funding and partnership opportunities, St. Joseph's Hospice is excited to recruit for the position of Director of Community and Supportive Care.

St. Joseph's Hospice is a charitable, faith-based organization that offers compassionate holistic care and support to people living with a palliative illness. Support is extended to their family members and caregivers and to those grieving the loss of a loved one. Hospice programs and services are offered at no cost and are available irrespective of age, gender, religion, race, ethnicity or economic status.

Whether in the community, our wellness centre or our 10-suite residence, St. Joseph's Hospice provides specialized programs and services with a person-centred approach. Individuals and families are intimately involved in creating their own plan of care which best addresses their unique needs. Our competent and committed Hospice staff and volunteers work together as a team, with other community partners and service providers, to provide full support and quality hospice palliative care.

The **Director of Community and Supportive Care** oversees a variety of programs and services designed to promote a person-centred, seamless approach to care, supporting the Psychological, Spiritual, Social, Practical, End of Life Care/Death Management and Loss and Grief Domains of Care of individuals and their loved ones throughout the Palliative Care - Chronic Disease Continuum, including bereavement. St. Joseph's Hospice serves people who require palliative or bereavement services through a variety of programs. The role of the **Director of Community and Supportive Care** is designed to make the services at St. Joseph's Hospice as inclusive as possible, taking into account the individual's unique needs.

Working within an interdisciplinary team, and in accordance with the Mission, Vision and Values of St. Joseph's Hospice, the **Director of Community and Supportive Care** is responsible for ensuring that Hospice Clients and family members receive exemplary community, supportive and spiritual care. This is accomplished through the planning, development, implementation, management and evaluation of Community and Supportive Care Programs and Services. This approach will meet the needs of everyone Hospice serves, including persons of faith and those who have no religious affiliation or practice.

Key Accountabilities include, but are not limited to:

LEADERSHIP AND RISK MANAGEMENT

- Participates as part of the senior leadership team to strengthen and build vision, strategy, budgets and culture within the organization. Embeds strategy into operational plans for each program area under the Community and Supportive Care umbrella.
- Ensures that policies, procedures and best practice standards are current and relevant and ensures adherence to policies by all employees and volunteers functioning within all aspects of the Community and Supportive Care portfolio.
- Ensures all legislative, professional practice standards, college requirements and accreditation standards are met for all services under the Community and Supportive Care umbrella.

PROGRAM DEVELOPMENT, IMPLEMENTATION and EVALUATION

- In collaboration with members of the Leadership and interdisciplinary teams, provides leadership for the direction of community, supportive care and spiritual care programming and services (Bereavement, Complementary Therapies, Counselling, Wellness, Spiritual Care and Outreach services, and Volunteer Visiting) to meet the diverse needs of those we serve, and in alignment with the organization's strategic plan.
- Initiates, designs and implements educational and client care programs under the community and supportive care umbrella, as required.
- Provides leadership and oversight for the planning, implementation, monitoring and evaluation of the Community and Supportive Care services in accordance with:
 - client focused expectations and outcomes;
 - continuous quality improvement;
 - organizational and funder service requirements and targets;
 - provincial and accreditation standards, as appropriate; and
 - organizational effectiveness and appropriate resource allocation.

ASSESSMENTS, CARE PLANNING and CASE MANAGEMENT

Ensures that Hospice Clients accessing Community, Supportive Care and Spiritual Care services are assessed for wellbeing aligned with the Domains of Issues Associated with Illness and Bereavement. Additionally the **Director of Community and Supportive Care** ensures:

- the use of validated (and/or accredited) tools are used in Client assessments;
- communications, decision- making, care planning and the delivery of an integrated Supportive Care Client care plan;
- individuals are assessed for readiness and appropriateness for Hospice services, with appropriate internal and external referrals provided as needed;
- the implementation and monitoring of the delivery of care plans; communication with other members of the interdisciplinary team;

COMMUNITY PARTNERSHIPS

- Oversees the administration of the spiritual care outreach services for the Palliative Care Outreach Team.
- Establishes and nurtures positive working relationships with multicultural, multi-faith, collegial agencies and organizations that provide support to marginalized populations.
- Establishes and nurtures positive working relationships with academic institutions and implements the integration of student placements at St. Joseph's Hospice, as appropriate.
- Builds and maintains excellent relationships with existing partnerships and represents Hospice for program development, delivery and evaluation.

SUPERVISION

- Provides oversight, supervision and performance management for the Community and Supportive Care umbrella to employees of St. Joseph's Hospice.
- Ensures appropriate clinical supervision for registered employees and students of St. Joseph's Hospice under the umbrella of Community and Supportive Care services, as appropriate.

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QUALIFICATIONS

To perform this role successfully, an individual must be able to perform essential duties satisfactorily. The requirements listed below are representative of the knowledge, skills, and /or abilities required.

- University Degree in business, social services, health care or related field
- A minimum of 5 years' experience in a related role
- Demonstrated knowledge and commitment to the principles of patient and family centered care
- Demonstrated experience in program planning, development, facilitation and evaluation
- Demonstrated knowledge of effective group facilitation and adult education principles
- Recent experience providing training, education, mentorship and/or coaching others
- Seasoned manager with recent supervisory and leadership experience
- Experience working with diverse communities with sound knowledge of the larger system and social service network, and demonstrated ability to form community partnerships
- Experience with quality assurance initiatives; experience with accreditation process, preferred
- Demonstrated experience leading change management initiatives
- Proven knowledge of hospice palliative care is a requirement
- Demonstrated relationship management skills consistent with the Mission, Vision, and Values of St. Joseph's Hospice
- Willingness to work flexible hours and possess reliable personal transportation and be approved by insurance carrier to drive personal vehicle

St. Joseph's Hospice is an equal opportunity employer and we will accommodate your needs under the Ontario Human Rights Code. Upon individual request, hiring processes will be modified to remove barriers to accommodate those with disabilities. If you require any accommodations to fully and fairly participate in the application, interview or selection process, please contact Human Resources at (519) 438-2102 ext. 257 or fran.doig@sjhospicelondon.com and we will endeavour to provide a suitable accommodation in a manner that takes into account your accessibility needs.

To apply, please submit your resume and covering letter by 4:30 pm January 14, 2019 to:

Fran Doig
Human Resources Coordinator
St. Joseph's Hospice
fran.doig@sjhospicelondon.com

We thank all applicants, only those selected for an interview will be contacted.

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