



Job Description

Grief /Bereavement Counsellor

Job Purpose/Summary:

The Grief/ Bereavement Counsellor is responsible for the development, implementation and oversight of all Grief/bereavement Counselling offered by PAC and EH. The programs offered will focus primarily on group experiences as the delivery method. The Grief/ Bereavement Counsellor will be part of the Spiritual Care Team and work in collaboration with the Hospice Interdisciplinary team.

Primary Duties and Responsibilities:

- Bereavement and Wellness Program Development, Implementation and Evaluation – both PAC and EH.
 - Ensure programs focus on both the type of group activity offered and on specific groups of clients (bereaved, ill, caregivers).
 - Ensure a variety of delivery methods in groups for adults and children. For example, some groups should utilize expressive arts options including: music, art, body movement.
 - Ensure groups are offered during a variety of times and conducted in both a closed and open group approach.
 - Develop groups to respond to specific needs and a variety of age groups. (Example: young adults require group experience unique to their experiences of grief).
 - Develop family grief and wellness experiences where families can participate together.
 - Develop a process to evaluate all programs and incorporate quality improvement strategies
 - Work with the volunteer coordinator to ensure appropriate volunteer coverage for all aspects of the bereavement and wellness programs.
 - Facilitate a group if necessary.
 - Participate in Hospice educational programming in consultation with Hospice Staff as required.
- Facilitate Internal and External Relationships:
 - Develop partnerships with other grief/wellness support organizations.

- Provide ongoing support for those leading groups and develop helpful assessment tools so that there is a process of ongoing evaluation, reflection and vision.
- Train and develop group facilitators and co-facilitators.
- Partner with community agencies in order to strengthen support in the communities PAC and EH serves.

Organizational Responsibilities:

Participate and contribute to encouragement and support activities which promote effective team functioning throughout the organization.

- Represent PAC and EH in selected community activities, education opportunities and committees.
- Participate in assigned Hospice activities and committees.
- Complete administrative reports on a timely basis.
- Participate with the Chaplain in an annual performance appraisal.
- Fulfill all responsibilities in accordance with the by-laws, policies and procedures and standards of PAC and EM.
- Willingness to work some evenings and weekends.
- Willingness to accept other duties as required.

Key Competencies:

- **Accountability:** Takes ownership of personal workload, as well as the workload of employees under his/her direction.
- **Adaptability:** Adapts and responds to changing conditions, priorities, technologies and requirements.
- **Attention to detail:** Attends to details and pursues quality in the accomplishment of tasks, regardless of the volume of duties encountered.
- **Building Relationships:** Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization.
- **Collaborative** - Create and foster a work environment where ideas are shared to work together to achieve organizational goals.
- **Commitment:** Commitment to PAC and EH mission, vision, goals, Philosophy of Care and Guiding Principles.
- **Communicate Effectively:** Express and transmit information with consistency and clarity. Excellent communication and interpersonal skills; including ability to write clearly
- **Compassion:** Demonstrated compassion, diplomacy, discretion, sensitivity, and respect for others.
- **Cooperative** – Work well with others and have the ability to mitigate conflict.

- **Judgement** - Ability to use sound reasoning when faced with various issues. Has the ability to make quick, effective decisions.
- **Knowledge** - Working knowledge of Toronto Central LHIN and MOHLTC priorities, current healthcare trends, legislation, and programs, especially as applied to palliative care. Knowledge of community resources related to hospice palliative care and supportive/spiritual care and the ability to develop and maintain effective partnerships with other service providers
- **Learning** - Commitment to continuous learning
- **Team Player** - Proven ability to work collaboratively as a member of an interdisciplinary health care team, and provide leadership where required
- **Time Management** - Proven ability to manage time, organize priorities, and balance an ever-changing workload.

Qualifications:

- Undergraduate degree with additional education or certification in hospice palliative care including grief, bereavement and the concept of wellness.
- Appropriate training in group facilitation skills and adult education.
- Understand family dynamics in illness and grief.
- A minimum of 5 years working in grief and bereavement with some group facilitation experience and demonstrate competency and understanding of general theories and approaches to grief.
- Strong leadership skills and work well in a team environment.
- Strong computer skills (Word, Excel, Databases and Outlook and effective internet researching).
- Knowledge of community health and social service resources an asset.
- Current and original copy of a satisfactory Criminal Records Check, Vulnerable Sector Search and Child Abuse Registry Check is required upon the start of your employment.
- Valid driver's license, a reliable vehicle for work related purposes, and current vehicle insurance.

Work Conditions and Physical Capabilities:

- Fast-paced, highly detailed environment.
- Ability to carry using appropriate lifting techniques.
- Ability to: grip, walk, sit, stand, climb stairs; use fine hand movements.

Key Relationships & Interactions:

Internal

Chaplain

Manager of Volunteers

Case Manager of PAC

Client Care Resource Nurse of EH

External

Clients and potential clients

SickKids-PACT

Community partners