



Coordinator of Recreation & Therapeutic Programs 2019

Philip Aziz Centre for Hospice Care provides respite, practical, physical, psychosocial and spiritual support for people living with terminal and/or life-limiting illnesses, and their loved ones, at their place of residence. Our model of care incorporates the compassion and skills of a diverse group of volunteers and staff, ensuring accessibility to all communities within our service area. Hospice services are centered on the expressed needs of the individual and their loved ones and are delivered in cooperation with the healthcare professionals and support agencies involved in care.

Emily's House is our residential children's hospice; featuring a home-like, comforting environment, we are committed to caring for children with life-limiting illness, and their families. With around the clock nursing and medical support Emily's House offers high-quality specialized care, comfort and respite to help enrich the lives of children and families through all stages of a child's illness.

Job Categories: Administration/Program Coordination/Service Delivery

Position Type: 5 Day/Full-time/37.5 hrs. Weekly/ 7.5 hrs. Daily

Location: 558 Gerrard Street East (Administration Offices) Toronto, ON
45 Jack Layton Way (Emily's House) Toronto, ON

Direct Report: Director of Client Services and Volunteer Programs

Position Summary

Primary Duties

To plan, lead and organize programs for preschoolers (0-5 years) and/or children (6-12 years) and/or teenagers (13-19 years) and sometimes (rarely) young adults (20-24 years) by providing on-site program facilitation, direction, care and specialized programming. Client groups include children of all ages with complex care needs, life-limiting and terminal illness.

The Coordinator of Recreational Programs provides and/or coordinates (both with internal and external resources) therapeutic and non-therapeutic activities that are social or individual in nature to encourage self-expression, socialization, wish fulfillment, entertainment and fun; creates inclusive, adaptive therapeutic & non-therapeutic activities that strive to meet the goal of improved quality of life. In addition, incorporate goals of cognitive, emotional, physical and spiritual nature of each individual child. Create opportunities/activities and programs for normalization, empowerment, self-expression, and memory making.

The ultimate goal is to improve the quality of life and well-being in our children in an inclusive space that meets their unique needs and abilities - and promotes client/family centered care while maintaining a child friendly environment.

Secondary Duties:

- Provide therapeutic play opportunities that encourage expression of feelings in individualized setting, as well as group settings.
- Be comfortable and aware of the complex medical needs of Emily's House & Philip Aziz Centre clients.
- Use play as a tool to assess pain and emotional distress in children and report back to the multidisciplinary team.
- Assist in creating play-based bereavement support for children and their families (individual and group settings).
- Creating patient profiles for generalized information about each child for volunteer use.
- Create Recreation Calendar of events; weekly, monthly and annually.
- Be an educator and liaison for family support.
- Maintain involvement in professional activities, multidisciplinary committees and service related tasks.
- Provide education to staff/community/families/volunteers and other health care professionals as required - teach at the Emily's House and Philip Aziz Centre Children's Training for Hospice Volunteers.
- Proficiency in use of office technology and computer applications for the purpose of administrative duties (reporting, stats etc.), involvement in research, collecting data and keeping records.
- Participate in ongoing written and oral communication regarding developmental and psychosocial needs of patient/family with multidisciplinary team.
- Ensures that program facilities, equipment and supplies meet Health and Safety standards.
- Orient, instruct and supervise assigned student placements and volunteers.
- Takes action to deal with incidents, problems and emergencies as outlined in policy and procedures of Emily's House and Philip Aziz Centre.

Education/Qualifications:

- Attainment of at least a 2 year post-secondary degree/diploma in a related field (e.g. Education, Social or Human Services, Child and Youth work, Child Life, Family Studies, Children & Healthcare etc.).
- Certifications in Healthcare/Wellness & Children's Services an asset.
- Can obtain a Cleared status Vulnerable Sector Police Check.
- Competency in facilitating overall programming, play, development, observations & assessments.
- Knowledge/experience in Behaviour Management.

Experience:

- Minimum of 2 years experience working with children with special needs/complex medical need (volunteer or paid position).
- Minimum of 1 year experience in a health care setting (volunteer or paid position).
- Minimum 2 years experience working in an administrative/coordination role.

Competencies:

Administration Skills – Acute awareness of priorities and time management. Demonstrates accuracy and thoroughness. Looks for ways to improve and promote quality. Works within approved budget.

Awareness - Engages in reflective practice. Ability to establish and honour professional boundaries. Projects a warm, caring, empathetic attitude; displays a sense of humour, and has ability to remain calm.

Communication Skills – Speaks and writes clearly, informatively and persuasively in positive or negative situations. Listens and gets clarification. Responds well to questions from colleagues, volunteers, and the general public. Good conflict resolution skills.

Cultural Humility - Awareness, commitment, and ability to include one's own as well as other's different cultural perceptions, assumptions, norms, beliefs, and values, in the context of providing services.

Organizational Culture - An understanding of the history, philosophy, and services of Hospice Palliative Care and Philip Aziz Centre and Emily's House.

Organizational Support - Commitment to team involvement for the betterment of the organization. Responds to management direction. Takes responsibility for own actions. Be available to staff and volunteers and works collaboratively. Improves processes and services. Identifies and resolves problems. Follows policies and procedures.

Professionalism - Demonstration of behaviors that reflect high levels of performance; a strong work ethic. Approaches others in a tactful manner and treats others with respect and consideration regardless of their status or position