

## CLINICAL COACH



Full-time, Two-year Contract Position

37.5 Hours per week, Monday through Friday

Remote with regular travel to work onsite with partner organizations within the Hills of Headwaters Collaborative OHT area of Dufferin County and the Town of Caledon.

Eligible for Full Benefits, Defined Benefit Pension Plan (HOOPP), Mileage Reimbursement

Reliable transportation required; some locations have no access via public transportation

Potential for secondment opportunity where possible/appropriate.

Salary Range: \$90,000 – \$120,000 per annum

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## CLINICAL COACH, PALLIATIVE CARE

### Overview

The newly created role of **Clinical Coach** is a wonderful opportunity for someone to make a tremendous impact by sharing their passion and expertise in palliative care to cultivate excellence within partner organizations across the Dufferin and Caledon. This position will report jointly to the Executive Director of Bethell Hospice and the Executive Director of the Hills of Headwaters Collaborative Ontario Health Team.

### About Bethell Hospice

Bethell Hospice is a non-profit organization located in the scenic village of Inglewood in the Town of Caledon. We are in a beautiful rural setting providing exceptional and accessible hospice palliative care services to individuals and families facing life-limiting illnesses in the Caledon/Dufferin Region.

**Vision:** Leaders in building a community that enables quality living and dying

**Mission:** to provide excellent, person-centered, palliative care through partnerships with our community

**Values:** Compassion, Integrity, Accountability, Excellence, Teamwork, Courage, Equity, Diversity & Inclusion

### About the Hills of Headwaters Collaborative Ontario Health Team

The Hills of Headwaters Collaborative Ontario Health Team is a partnership of health and care organizations and providers working together to unify and improve the health and social care of Dufferin-Caledon residents. By working together to redesign how we care, we are confident we can create a highly efficient and focused health care system that will improve the lives and experiences of patients, caregivers, families and providers.

### Purpose of Position

The Clinical Coach is responsible for working with participating community organizations in alignment with provincial direction established by Ontario Health and guidance developed by the Ontario Palliative Care Network. The incumbent will drive practice change, with a focus on improving access to and quality of clinical care, aligned to the Palliative Care Health Services Delivery Framework in the Community ("The Delivery Framework") and the Ontario Palliative Care Competency Framework.

- Provide palliative care coaching and mentoring to staff and clinicians in participating community organizations, to build primary-level palliative care competencies.
- Collaborate with leaders of community organizations on local service integration, and change management initiatives, using quality improvement methodologies to achieve results.
- Consult on clinical care when the complexity of the clients' needs is beyond the existing competencies of providers (in the community organizations).
- Provide support to Indigenous communities and Indigenous organizations for their implementation efforts, where Indigenous communities wish to be involved, in collaboration with regional partners.

### **Key Responsibilities**

- Co-create the regional Delivery Framework implementation plan with Ontario Health, including required measurement and reporting.
- Foster regional collaboration and contribute to broader system integration.
- Ensure alignment of community implementation with the guidance of the Ontario Palliative Care Network
- Lead engagement and community-building activities with participating organizations.
- Provide support to Indigenous communities and organizations for their implementation efforts, as requested by those organizations and, where appropriate, in collaboration with regional partners
- Build competency amongst front-line community providers in the delivery of primary-level palliative care
- Guide palliative care quality improvement (QI) and practice change initiatives in participating community organizations.
- Works closely with regional partners, including equity deserving populations, to ensure implementation of the model addresses barriers to access to care for priority populations
- Consult on clinical care

### **Qualifications**

#### **Education and Experience**

- A degree in a registered health care discipline (e.g., RN, RSW, NP) with substantive experience and training in palliative care (e.g., CAPCE, L.E.A.P and HPCO Person-Centered Decision making).). A graduate degree is an asset (e.g., MScN, MSW).
- Minimum five (5) years' experience in practice in palliative care is required.
- Knowledge of relevant legislation and reporting requirements, including the Fixing Long-Term Care Homes Act, the Excellent Care for All Act and the Compassionate Care Act and other pertinent legislation and regulations related to professional practice is required.
- Experience supervising clinical staff is preferred.
- Experience working with large-scale quality improvement initiatives.

- Additional training in gerontology and project management experience are assets.
- Strong clinical coaching and debriefing skills, with both individuals and teams.
- Effective consultation skills, with expert knowledge of models of consultation and their application with individual, team, and community service providers.
- Research and/or program evaluation experience with knowledge of evidence-based processes, including appraisal of research, application of findings and collaboration on research.
- Experience working with a range of roles, disciplines, and levels of staff in different health care settings.
- Experience working across health care settings.
- Fluency in another language is an asset.

### **Knowledge and Skills**

A commitment to developing equity-based, evidence-informed approaches for delivering palliative care services for all people in Ontario.

- A good understanding of regional priorities and local health care needs, within Ontario's health care landscape.
- Ability to work well under pressure and use good judgment in assessing difficult situations.
- Ability to work independently and as part of a team.
- Aptitude for proactive problem solving, using strong critical thinking, and negotiating skills.
- A demonstrated ability to develop, deliver and evaluate training and coaching efforts.
- An ability to develop strong relationships based on trust, compassion, and empathy.
- Strong active listening and interpersonal communication skills for one-on-one coaching.
- Experience designing education to effectively address palliative care training needs of interprofessional learners.
- Excellent communication skills and experience with culturally responsive teaching
- A demonstrated focus on person-centered care.
- Supports the advancement of equity, inclusion, and diversity across Ontario's health care system
- Commitment to engage with First Nations, Indigenous, Métis and urban Indigenous people as they self-determine their own approach to palliative care.
- Proficiency in educational technologies (e.g., webinars, apps) as well as knowledge of Microsoft Outlook, Word, Teams, PowerPoint, and Excel.
- Access to reliable and efficient mode(s) of transportation to enable travel between community organizations, some of which are not accessible by public transportation

### **Working conditions**

Travel and on-site work at various locations within the Dufferin/Caledon Region is required.

### **Commitment to AODA**

Bethell Hospice offers reasonable accommodation for applicants with disabilities in its recruitment processes, in accordance with AODA (Accessibility for Ontarians with Disabilities Act) and the Ontario Human Rights Code. If you are contacted by Bethell regarding a job opportunity or testing, please advise if you require accommodation for any step of the recruitment and interview process.

**Commitment to Equity, Diversity and Inclusion**

Bethell welcomes applications from all qualified candidates, including but not limited to persons with disabilities, visible minorities (racialized), aboriginal (Indigenous) persons and persons of any gender identity and sexual orientation.

**Method of Application**

To apply, please send cover letter and resume to [HR@bethellhospice.org](mailto:HR@bethellhospice.org) and include 'Clinical Coach' as your subject line.

We sincerely thank all applicants for their interest; however, only those selected for an interview will be contacted.

**Additional Requirements**

Valid Ontario Driver's License, valid insurance, and access to a reliable vehicle

Compliance with our Vaccination Policy for proof of full vaccination unless provided with a medical exemption or an accommodation under the Ontario Human Rights Code.

Clear Vulnerable Sector/Criminal Record check.