



Hospice Residence Social Worker

Part-time, .5 Full-time Equivalent, Permanent, 18.75 hours/week

About Bethell Hospice

Bethell Hospice is a non-profit organization, located in the scenic village of Inglewood, in the Town of Caledon. Bethell provides exceptional and accessible hospice palliative care services to individuals and families facing life-limiting illnesses in the Caledon, Brampton, Dufferin and West Woodbridge regions of Ontario.

Our person-centric approach to care fosters dignity, respect and comfort for our clients and their loved ones. Bethell Hospice has two primary program streams: Hospice Residence & Community Hospice. Our ten (10) bed Hospice Residence provides 24/7 end of life medical care to residents and their loved ones, and is also supported by Social Work, Resident Support Volunteers, and Complementary Therapy. The Community Hospice Program serves individuals of all ages living with palliative care needs, at any stage of the illness experience, caregivers, and the bereaved. Services are provided both in home and in office and are focused on psychosocial spiritual care.

- 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

Overall Summary of Duties:

Reporting to the Supportive Care Programs Manager, this Social Work position is primarily responsible for providing direct client care to residents and their loved ones within the Hospice Residence. The position may occasionally require some direct client care within the Community Hospice Program as well. The successful incumbent will work closely with several other key roles within the organization, including the Clinical Care Manager, Volunteer Program Manager, and their Social Work counterpart covering the other 0.5 of the Hospice Residence.

The focus of clinical care in this role is on addressing the practical, psychological, emotional, social and spiritual care needs, in a professional and compassionate manner. The incumbent conducts a comprehensive assessment, and then collaboratively works with the resident and/or substitute decision maker to develop a care plan.

With a resident's unique care plan in mind, the incumbent may be involved in the following: conducting supportive counselling, arranging complementary therapies and volunteer support, providing system navigation and advocacy, and supporting colleagues on the clinical team to provide psychosocial spiritual care at the bedside.

The incumbent also mentors a large team of Resident Support Volunteers, providing on-site support and guidance, facilitating monthly team meetings, overseeing communications and updates, and participating in volunteer training as needed.

Rigorous case management is foundational to this position. In this effort, the incumbent must be comfortable liaising with service providers both within, and external to, Bethell Hospice, as part of care planning and service provision.

Strong skills in utilizing technology for accurate record-keeping, and sound judgment in adjusting care plans throughout the client journey is required. Bethell Hospice is well-respected and is considered to be a Center of Excellence. Community outreach, awareness and education are pillars of the organization. All positions on the Supportive Care Team are required, on occasion, to not only share their skills within the organization, in the form of in-services and committee work, but also in the community through presentations, workshops and committee work.

Bethell Hospice values diversity, equity and inclusion, and holds high standards for all representatives of the organization in contributing to an environment in which everyone feels safe, respected and valued. The incumbent should be familiar with, and committed to, the practice of cultural humility.

Benefits of Becoming a Bethell Team Member

In addition to working in a highly collaborative work environment, that is filled with tremendous purpose and meaning, our employees enjoy competitive wages, comprehensive benefits, and access to the HOOPP pension plan.

Pay: \$35.00-\$39.00 per hour

Schedule:

- Day shift
- 18.75 hours/week
- 3 days/week or half-days depending on candidate preference and organizational needs. The schedule is coordinated with the Social Worker counterpart fulfilling the other half of the role.

Responsibilities and Primary Duties:

Clinical Role:

- Conduct comprehensive assessments including strengths, needs, wishes, values and beliefs;
- Engage in a collaborative process of decision making that involves the resident, their loved ones, and the interdisciplinary care team, to establish relevant and feasible care plans;
- Apply information gathered in assessments to assist and empower residents and their families to make decisions appropriate for themselves;
- Assist residents and their loved ones to obtain appropriate resources available within Bethell Hospice and with other agencies in the community, and liaise with community partners as needed;
- Advocate for the needs, decisions and rights of residents and their loved ones;
- Assist residents and their families with system navigation;

- Collaborate with, support, and mentor, volunteers that work within the Hospice Residence;
- Assist with program management, as needed (ie. Complementary Therapy – Therapeutic Touch Music Therapy)
- Review care plans frequently throughout the course of service provision, identify changing/evolving needs, and adjust service delivery accordingly;
- Work closely with colleagues on both the Intake and Supportive Care Teams to provide seamless transitions in care, both into and out of , the Hospice Residence and Community Hospice programs;
- Evaluate clinical and program processes and outcomes to ensure that the needs of residents and their loved ones are clearly identified and responded to;
- Participate in meetings as required, including: Launch Pad, Clinical Rounds, Clinical Team Meeting, Supportive Care Team meeting;
- Engage in some committee work, notably the Clinical Excellence Team
- Commit to ongoing learning and development of self and others;
- Contribute to education, awareness and community outreach by creating and executing workshops and presentations on hospice palliative care topics, as requested;
- Manage all supporting documentation including assessments, care plans, progress notes, as well as statistics, preparing analysis and reports of same.

Education & Experience:

- Master’s Degree in Social Work.
- Minimum of three to five years of recent work experience as a Social Worker.
- Current registration with the Ontario College of Social Workers and Social Service Workers.

Abilities:

- Able to manage all elements of Social Work services;
- Advanced counselling skills demonstration for both clinical and sub-clinical issues across a wide variety of people groups;
- Able to work effectively with a variety of stakeholders;
- Strong written and oral skills;
- Comfortable presenting to a variety of audiences;
- Detail oriented, ensuring accuracy and timeliness of information;
- Excellent organizational and time management skills;
- Ability to be professional and use sound judgment in all interactions;
- Competent in Microsoft Office (Outlook, Word, Excel and PowerPoint), as well as navigating the internet and Zoom;
- Familiar with guidelines and legislation regarding their scope of practice, as outlined by the OCSWSSW;
- Self-starter who thrives in an environment where she/he/they can be equally successful working independently, as well as collaboratively in a team environment;
- Strong interpersonal skills;
- Excellent clinical documentation skills;
- Able to exercise tact and discretion while handling confidential information;
- Problem-solving, negotiation and conflict management skills;
- Experienced in working successfully with a diverse client group.

Assets:

- Counselling specialization in hospice palliative care (palliative care, end of life care, bereavement care)
- Able to work effectively with community agencies to advocate and secure resources for service recipients
- Experience providing services for community clients (lone worker, home visits)
- Fluency in languages in addition to English
- Familiarity with documenting using an electronic medical record/case management software

Hours of Work:

- 18.75 hours per week
- Flexibility required in order to meet client needs/scheduling.

Working Conditions:

- On-site in the Bethell Hospice Residence
- Ability to work with moderate frequency of interruptions, both in person and by telephone.
- Location is rural with no public transportation.

Job duties may be adjusted at the employer's discretion in order to reflect changing business requirements.

Bethell Hospice offers 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. Please note, only those selected for an interview will be contacted

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

If interested, please send your cover letter and resume to hr@bethellhospice.org

We thank all applicants for their interest in this opportunity. Only those selected for an interview will be contacted.