



## **SUPPORTIVE CARE PROGRAM MANAGER – Full-time, Temporary 3-6 months (covering a leave of absence)**

### **Our Mission and Values**

Our mission is to provide compassionate, specialized care for quality living, dying and bereavement. Our Vision is to be the leader in palliative care excellence. We live our core values that show our caring and form the basis of all our decisions and actions including Dignity, Courage, Accountability, Collaboration, Innovation, DEI (Diversity, Equity & Inclusion).

### **Position Summary**

Reporting to the Executive Director, the Supportive Care Program Manager is responsible for providing some direct client care for social work services at Bethell Hospice and within the community. This includes case coordination and management of all clients that require support for residents and their families, staff and volunteers. The incumbent will also supervise and mentor a team of Social Workers and Spiritual Care & Grief Counsellors with their caseload, providing clinical support on complex cases, etc. The Supportive Care Program Manager is a member of the Bethell Hospice Leadership Team and is responsible for the overall operation and management of the community hospice program and all supportive care programs. Oversight of statistical data from the programs and sharing associated reports with stakeholders such as the Board of Directors is also under this position's portfolio. Liaising with community partners and other external stakeholders is a key part of this Management role, as well as general community engagement.

### **Hours of Work**

- 37.5 hours per week with extra hours based on operational needs.
- Flexibility required in order to meet client needs/scheduling.
- Is required to work on a manager on-call basis in rotation with other managers.

### **Compensation and Benefits**

- Salary of \$80,000 to \$110,000/year
- Access to medical and dental benefits

### **Education/Qualifications**

- Master of Social Work Degree
- Minimum of five (5) years of recent work experience as a Social Worker supporting clients and their families through the end-of-life and/or bereavement journeys
- Current registration with the Ontario College of Social Workers and Social Service Workers.
- Minimum of three years' experience supervising Social Workers and/or Psychosocial Spiritual Care Workers

### **Skills/Qualifications**

- Ability to manage all elements of Social Work and Spiritual Care services
- Advanced counseling skills demonstration for both clinical and sub-clinical issues across a wide variety of people groups.
- Previous experience in a leadership role managing staff and/or volunteers.
- Able to mentor new and existing SWs/SCs.
- Able to work with a variety of stakeholders.
- Strong written and oral skills.
- Comfortable presenting to a variety of audiences.
- Detail oriented.
- Excellent organizational and time management skills.
- Ability to be professional and use sound judgment in all interactions.
- Competent in Word, Outlook, Excel and PowerPoint.
- 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.
- Able to exercise tact and discretion while handling confidential information.
- Problem-solving, negotiation and conflict management skills.
- Must have a car, valid driver's licensed and appropriate insurance.

### **Key Responsibilities**

#### **Clinical Role:**

- Advocate for the needs, decisions and rights of clients and their families.
- In collaboration with clients and their families, assess care needs, determine eligibility for services, and develop individual care and service plans.
- Review care delivery and adjust according to changing needs through the course of illness and into bereavement.
- Engage in a collaborative process of decision making that involves the client, family and trans-disciplinary care team to establish relevant and feasible care plans.
- Evaluate clinical and program processes and outcomes to ensure that the needs of clients and families are clearly identified and responded to.
- Apply information gathered in assessments to assist clients and their families to make decisions appropriate for themselves.
- Assist clients and their families to obtain appropriate resources available at Bethell Hospice and with other agencies in the community.
- Ensure that social work and spiritual care services remains an essential component of all aspects of care for clients, families, staff and volunteers.
- Collaborate with volunteers that work with clients.
- Participate in Community Palliative Care Rounds, as needed and able.
- Committed to ongoing learning and development of self and others.
- Support the participation of academic placement students within the Supportive Care Program.
- Liaise with community partners on larger system projects (ie. OHT, HHCC), and participate as a member of external working groups that further hospice palliative care initiatives in the region.
- Any other duties as required.

#### **Leadership**

- To ensure compliance of client performance indicators as stated in agreements with funders (ie. M-SAA agreement with LHIN).

- Supervise Social Workers, Spiritual Care & Grief Counsellors and Art & Music Therapists roles including performance appraisals, coaching, mentoring, time management, clinical audits, case note reviews, etc.
- In collaboration with the HR Manager, manages all SW/SC activities (recruitment, on boarding, training, performance appraisal, termination, off-boarding, etc.);
- In collaboration with the Volunteer Program Manager, develop and execute training for volunteers working directly with clients;
- Share best practices for SWs/SCs (i.e. counseling practices, self-care, data collection/analysis);
- Review/understand/analyze data in InfoAnywhere, Stratim (or other software), to ensure accurate reporting.
- Complies with the Occupational Health & Safety Act, Workplace Safety and Insurance Act and WHMIS and fulfilling responsibilities under the applicable legislation.

### **Physical Requirements**

- Use of personal vehicle for work related travel as required.
- Shared office space requires ability to focus in a distracting environment.
- Remote work is also available
- Ability to work with moderate frequency of interruptions, both in person and by telephone.
- Location is rural with no public transportation.

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

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. Please advise if you require accommodation.

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