



Internal/External Posting #2021-11-1

Posting Date: Wednesday Nov. 3rd 2021 **Closing Date:** Midnight, Tuesday, Nov. 23rd 2021*

* Posting period will be extended if not enough qualified candidates apply.

Position: CVHS Counsellor

The CVHS Counsellor assesses, supports and provides counselling to palliative individuals, their families and/or other significant caregivers, as well as to the bereaved. Support is provided in a variety of locations (Hospital, in the community, at Hospice at The Views (H@TVs), at CVHS offices), either in person, or through phone calls, video calls and emails. The position collaborates with other CVHS staff, End of Life (EOL) Care colleagues and other community providers to ensure integrated service delivery to the clients. The position supports volunteers who are working with their CVHS clients as part of the client care team.

Reporting Relationship: Reports to the Program Coordinator

Working Hours: The CVHS Counsellor position is a regular part-time position working 30-hours per week, typically worked over four days a week. Occasionally, the CVHS Counsellor may be asked to work additional hours which are flexed.

Start: By mutual agreement (target date – January 31, 2022)

Wages and Benefits: This position pays \$28/hour. There is a 2-week vacation entitlement for the first 3-years. Eligible for the group health insurance plan after 3-months. Employee share is 50% for the first year, 40% for the second year and 30% in the third and subsequent years. Employees are eligible for up to 9-days of paid sick leave annually – unused sick leave is not carried forward or paid out.

Probationary Period: 3 months.

About Comox Valley Hospice Society (CVHS): The purpose of CVHS is to ease the journey of dying and grieving for folks in the Comox Valley. We recommend you learn more about the society by checking our website <https://comoxhospice.com/>.

DUTIES AND RESPONSIBILITIES

Client Services:

- Reviews new client referrals. Assesses client appropriateness and readiness for CVHS palliative, bereavement and/or anticipatory grief services and registers them accordingly;
- Supports and/or counsels CVHS clients (individual and/or family) in a variety of locations: e.g. Home, Hospital, Hospice at The Views (H@TV), CVHS office, etc.;
- Addresses and/or advocates for the practical, emotional, psychosocial and spiritual support to clients, family members and/or caregivers;
- Coordinates and oversees CVHS client care plans for continuity of care;
- Participates in Hospital Structured Team Reports (STR); Palliative Care Rounds; H@TVs palliative care rounds and admission panels; and other client case conferencing meetings in hospital and community to ensure comprehensive client- and family- and caregiver-focused care;

- Participates in CVHS clinical meetings, case conferencing and client debriefs;
- Facilitates and/or provides oversight to online and in-person grief groups and caregiver support groups with volunteer co-facilitators;
- May coordinate or provide support for CVHS wellness support programs i.e. Self Care Clinics; Healing Meditation Circle etc.;
- Develops and maintains external relationships with EOL Care colleagues, other local health care providers and community counsellors;
- Where appropriate, initiates referrals to other community and/or health services;
- Bridges clients between organizations;
- Liaises and collaborates with other health care professionals and palliative care providers to address/problem solve client care issues;
- Offers support and conducts individual and group debriefs to Palliative Care colleagues and other EOL Care professionals when requested.

Volunteer Program:

- Collaborates with Volunteer Coordinator in:
 - Assigning volunteers to clients;
 - Monitoring, supervising, and mentoring volunteers working directly with CVHS clients, and/or when acting as group facilitators or in Self-Care Clinics etc.;
 - Assisting with volunteer support and debrief sessions where appropriate;
 - Providing feedback and identifying when corrective action or progressive discipline is needed;
 - Identifying volunteer education and skill development needs and contributing to the development of programs to meet those needs;
 - Assisting with the delivery of volunteer training and orientation programs.

Community Liaison and Education:

- Assists with providing grief education and resources to community organizations;
- Assists with events like Volunteer Recognition Week, BC Bereavement Day, Celebrate A Life/Blue Christmas Service etc.;
- Acts as resource for community events and rituals related to community grieving.

Organizational and Administrative Duties

- Reflects CVHS's Vision, Purpose and Core Values in their work;
- Maintains accurate, pertinent, relevant, up-to-date client notes and information in both electronic and where appropriate, hard copy files;
- Ensures confidentiality and safekeeping of CVHS records;
- Reviews and implements policies, standards of practice and guidelines as set by CVHS and/or relevant external bodies;
- Provides status reports and relevant program information as requested by the Program Coordinator and/or Executive Director;
- Identifies and assists in maintaining relevant resource material and lending materials conjunction with CVHS staff members;
- Reviews and revises written procedures for client programs in collaboration with other CVHS staff;

- Contributes volunteer policy and procedure suggestions where appropriate;
- In collaboration with the clinical team, assesses and monitors effectiveness of CVHS client services and the way the CVHS services are delivered; and, proposes changes that would improve the quality of service to CVHS clients;
- Participates in ongoing program development;
- Ensures the Program Coordinator and/or Executive Director is informed and aware of significant events and activities in their areas of responsibility;
- Performs other tasks and sundry duties as required for the smooth and efficient running of CVHS programs and services.

JOB SPECIFICATIONS

A: EDUCATION AND EXPERIENCE:

- Master's Degree in Counselling or a Bachelor of Social Work (BSW) with a focus on counselling. An equivalent combination of training/education and experience may be considered;
- A minimum of two years' palliative and bereavement counselling experience;
- Experience facilitating groups;
- Demonstrated knowledge of the dying process;
- Demonstrated knowledge of the grief process;
- Demonstrated knowledge of family systems;
- Demonstrated experience with trauma-informed counselling;
- Knowledge and understanding of the philosophy of EOL Care and the needs of the dying, their families and the bereaved.

B: APTITUDES AND ABILITIES:

- Strong verbal and written communication skills;
- Strong interpersonal skills;
- Ability to work in a highly confidential environment;
- Demonstrated sensitivity to issues of loss and grief;
- Ability to maintain appropriate boundaries in the face of sorrow, pain, and suffering;
- Clear grasp of adult educational principles;
- Keen interest in working with volunteers;
- Demonstrated ability to work as part of a team and independently;
- High degree of flexibility and initiative;
- Demonstrated ability to use relevant office equipment (photocopier, FAX, phone, etc.);
- Demonstrated ability in the use of Microsoft Office Suite, web based applications and social media;
- Willingness to learn new software programs;
- Knowledge of Comox Valley Hospice Society and local community resources is an asset;
- Commitment to ongoing professional growth and development through workshops, on-line learning opportunities and professional publications.

A full job description is available on our website.

Only short-listed applicants will be contacted. No applicants will be contacted prior to the close of the posting. The posting may be extended if insufficient qualified candidates apply.

The application should include a resume and a cover letter indicating how your experience and education meet the requirements of the position, how you propose addressing any deficiencies in your qualifications and what unique value you would bring to CVHS.

Questions regarding the posting can be directed to the Executive Director of Comox Valley Hospice Society at ed@comoxhospice.com or 250-339-5533. Applications can be emailed to ed@comoxhospice.com or mailed to Executive Director, CVHS, 102, 1509 Cliffe Avenue, Courtenay, BC V9N 2K6.

CVHS is committed to employment equity. We welcome applications from anyone with the requisite qualifications and skills including members of visible minority groups, Indigenous, Black and People of Colour, persons with disabilities, LGBTQ+ persons and Trans and Gender Diverse persons.