



Hospice Care Ottawa

Community Hospice Care Coordinator

Bilingual

Hospice Care Ottawa is a community-based charitable organization whose mission is to accompany and support individuals, and their families, through their end of life journey by providing compassionate, high quality care. Hospice Care Ottawa programs include day hospice, home support, family support, and residential hospice services. Hospice Care Ottawa delivers these services at three sites: May Court Hospice, La Maison de l'Est, and Ruddy-Shenkman Hospice. We rely on and value the contribution of over 900 volunteers who contribute to every aspect of our programs. Hospice Care Ottawa is looking for people to work in a supportive integrated environment who are committed to supporting the highest quality palliative care.

General Description:

As a member of an interdisciplinary team the Community Hospice Care Coordinator oversees volunteers and provides services for community hospice clients and their caregivers in our, Home Visiting (Volunteer visits), Day Hospice and Caregiver Programs. The role of the Coordinator is to oversee the day to day functioning of the programs and to collaboratively work with other nurse coordinators to deliver community hospice care services across the City of Ottawa.

Specific Responsibilities

Volunteer Home Visiting

- Provides telephone intake and referral to clients and caregivers calling from the community
- Makes home visits to assess appropriate clients and caregivers and refer to the Hospice Programs;
- Determines best suitability and assigns volunteers to patients/families for Home Support visits;
- Acts as patient advocate where needed and desired by the patient and family;
- Participates in patient conferences with other agencies and team members;
- Meets with clients and caregivers on a regular basis to ensure that their needs are being met adequately and in a way which is acceptable to them.
- Liaises with volunteers regularly to support their work with clients and caregivers;
- Organizes quarterly program support meetings for this team of volunteers

Day Hospice Nurse Coordinator

- Coordinates the activities of the Day Hospice including scheduling of drivers and volunteers;
- Be present and ensure smooth running of the day hospice at assigned sites ;
- Assess the needs of individual patients at the Day Hospice and perform 3 month follow-up interviews, and follow up interviews as necessary;

- Meets with volunteers before and after each Day Hospice day to prepare for and debrief activities and client issues;
- Oversees and coordinates any adjunct therapies as part of Day Hospice e.g. music, art, massage
- Advocates on behalf of the patient, with his or her permission, by making appropriate phone calls to the attending physician or CCAC Case Manager;
- Ensures that the Day Hospice area is kept in good order and that necessary supplies are kept up, reporting any needs or problems to the Director of Finance and Administration or other appropriate person;
- Checks Day Hospice emergency medicine supply kit every three months and re-orders outdated medications as necessary;
- Organizes quarterly program support meeting for this team of volunteers.

General Responsibilities

- Advocates on behalf of the patient, with his or her permission, by making appropriate phone calls to the attending physician or Case Manager;
- Completes charting and care plans on clients in InfoAnywhere software;
- Collects and reports on statistics monthly
- Attends client rounds as required
- Meets quality standards as outlined by Hospice Palliative Care Ontario
- Contributes to volunteer training
- Mentors new staff and students
- Shares Nurse On-Call duties with other Coordinators;
- Provide coverage for community hospice care programs during vacations and illness.

Qualifications:

- Registered Nurse
- Current Certification with the College of Nurses of Ontario
- Relevant university degree and CHPCN(C) preferred
- Background in community palliative care nursing
- Current CPR
- Basic computer skills including email and word processing
- LEAP training (required within first year of hire)
- Valid driver's license and reliable means of transportation
- Be willing to travel between sites
- Excellent communication skills
- Understanding of Ethics as they relate to Palliative Care
- Ability to work as a team
- Bilingualism (French and English) is mandatory.
- Demonstrates an understanding of Francophone culture.

Salary is commensurate with experience.

Please send a cover letter and resume to:

Lisa Sullivan
 Executive Director
 Hospice Care Ottawa
 c/o May Court Hospice
 114 Cameron Avenue

Ottawa, Ontario, K1S 0X1

Email lisa.sullivan@hospicecareottawa.ca

Disclaimer

The above statements are intended to describe the general nature and level of work being performed in this job. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of this role. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

We are an equal opportunity employer welcoming applications from individuals with diverse backgrounds. We offer a competitive salary and benefit packages for full time employees.