



JOB POSTING

SUPPORTIVE CARE COUNSELLOR

Position title:	PCCT Supportive Care Counsellor (grief counsellor for complex grief)
Reports to:	Manager of Community Programs
Department:	Peterborough Palliative Care Community Team
Location:	Hospice Peterborough 325 London Street Peterborough, ON
Start Date:	As soon as possible
Salary range:	\$35.85 to \$41.55 per hour
Type of employment:	One permanent full-time position (35 hours weekly) <u>or</u> two permanent part time positions (17.5 hours weekly)
Work hours:	Monday to Friday 8:00am – 4:00pm
EHB:	Extended Health benefits available
Pension:	HOOPP pension plan
Posting date:	April 9, 2025
Closing date:	April 22, 2025 4 pm

As a key member of the Peterborough Palliative Community Care Team (PCCT), the Supportive Care Counsellor will provide **one on one grief counselling to clients with complex grief and bereavement needs** (i.e., level 3 grief support services based on the Adult Bereavement Care Pyramid by the Irish Hospice Foundation) with appropriate clinical supervision. **Applicants must be registered at a regulated Health College** with a degree in Social Work, Counseling, Psychology, Psychotherapy or other related field required.

Primary Duties and Responsibilities:

- Supportive Care Counsellor (Regulated) will provide:
 - psychological, emotional, social and spiritual support to palliative clients and their family- This could include counselling clients and caregivers on topics such as death and dying, existential meaning and purpose, spiritual distress, legacy work, culture, self esteem, dignity, adaptation to illness and its consequences, social functioning, advocacy issues, funeral planning, financial, legal, relationships, communication, spiritual well being and grief and loss.



JOB POSTING

SUPPORTIVE CARE COUNSELLOR

- debriefing with Hospice staff and volunteers when difficult situations arise in their work and when a client's death or a series of deaths significantly impact them.
 - group facilitation and education on an as needed basis to support the work and mandate of Hospice Peterborough (e.g. volunteer training session, community workshop, etc.).
- Supportive Care utilizes established tools for assessing what is happening with a client, care planning and documentation and may:
 - conduct client assessments/reassessments and establish/revise the care plan in consultation with the client and circle of care.
 - link the client and their family with Hospice services and programs.
 - Link and advocate for the client and their family to connect them with other health and community supports as appropriate.
 - provide continued opportunities for clients to explore, prioritize and plan for meeting needs as they emerge throughout the course of a life-threatening illness and/or in bereavement.
 - participate in Palliative Care Community Team Rounds on an as needed or as required basis
 - refer and consult with health service providers and broader community service partners when appropriate.
- The Supportive Care Counsellor (Regulated) will collaborate with intake services through consultation, reviewing new contacts, assessing needs, assisting in determining next steps and maintaining appropriate documentation, where appropriate.

Organizational Responsibilities:

- Represent Hospice Peterborough in selected community activities, education opportunities and committees.
- Complete administrative and quality reports on a timely basis ensuring that all data submitted is accurate, precise, and current.
- Participate in the development of Hospice Peterborough's Quality Improvement and Strategic Plans.
- Participate with the Manager of Community Programs in an annual performance appraisal.
- Fulfill all responsibilities in accordance with the policies and procedures and standards of Hospice Peterborough.
- Willingness to accept other duties as required.

Key Competencies:

- **Accountability:** Takes ownership of personal workload, as well as the workload of employees under his/her direction.

- **Adaptability:** Adapts and responds to changing conditions, priorities, technologies and requirements.
- **Attention to detail:** Attends to details and pursues quality in the accomplishment of tasks, regardless of the volume of duties encountered.
- **Building Relationships:** Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization.
- **Collaborative** - Create and foster a work environment where ideas are shared to work together to achieve organizational goals.
- **Commitment:** Commitment to Hospice Peterborough's mission, vision, goals, Philosophy of Care and Guiding Principles.
- **Communicate Effectively:** Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
- **Compassion:** Demonstrated compassion, diplomacy, discretion, sensitivity, and respect for others.
- **Cooperative** – Work well with others and have the ability to mitigate conflict.
- **Foster teamwork:** Creates and fosters a work environment where ideas are shared, and departments work together to achieve organizational goals and objectives.
- **Judgement** - Ability to use sound reasoning when faced with various issues. Has the ability to make quick, effective decisions.
- **Knowledge** - Working knowledge of Central East LHIN and MOHLTC priorities, current healthcare trends, legislation, and programs, especially as applied to palliative care to be able to integrate this into program planning and policy and procedure writing. Knowledge of community resources related to hospice palliative care and supportive/spiritual care and the ability to develop and maintain effective partnerships with other service providers
- **Leadership:** Proven ability to work collaboratively as a member of an interdisciplinary health care team, and provide leadership, support, coaching, encouragement and direction where required
- **Ownership:** Takes pride in the work that is accomplished and understands the functions of tasks within the bigger picture of the organization. Ensures deadlines are met and work is completed properly.
- **Philosophy of Care** – Philosophy of caring consistent with the client-centered, holistic model of Hospice Peterborough.
- **Professionalism:** Demonstrates professional standards of conduct when governing interactions between individuals in a business environment.
- **Research and Learning** - Commitment to continuous learning and ability to search out relevant evidence-based standards/guidelines and integrate them into practice
- **Teamwork:** Works cooperatively and effectively with others to reach a common goal. Participates actively in group activities fostering a team environment.



JOB POSTING

SUPPORTIVE CARE COUNSELLOR

- **Time Management:** Proven ability to manage time, organize priorities, and balance an ever-changing workload.

Qualifications:

- Membership in good standing at a regulated Health College required.
- Degree in Social Work, Theology, Counseling, Psychology or other related field required.
- Additional education or certification in supporting clients who are dying and their caregivers through the hospice palliative care experience including grief and bereavement required
- Commitment to a hospice palliative care approach, and an understanding of family dynamics in illness and grief
- The ability to demonstrate compassion, empathy, integrity, respect, courtesy, and a caring attitude in all interactions.
- Outstanding interpersonal, communication, group facilitation, counselling and organizational skills.
- Knowledge of community health and social service resources an asset.
- Leadership skills and ability to work well in a team environment.
- Strong computer skills (Word, Excel, Outlook, databases, etc).
- Current and original copy of a satisfactory Criminal Records Check, Vulnerable Sector Search and Child Abuse Registry Check is required upon the start of employment.
- Valid driver's license, a reliable vehicle for work related purposes, and current vehicle insurance.

Work Conditions and Physical Capabilities:

- Fast-paced, highly detailed environment.
- Ability to carry items using appropriate lifting techniques.

NOTE: This job description is not intended to be all-inclusive. Employee may be asked to perform other related duties as assigned to meet the ongoing needs of the organization.

Applications (cover letter and resume) must be e-mailed, mailed or hand-delivered, and received by April 22, 2025 at 4pm. (Applications will ONLY be accepted if they are complete and received as directed.)

Please address your application to:

Rochelle Bowers

Hospice Peterborough,

325 London Street

Peterborough, ON K9H 2Z5

employment@hospicepeterborough.org



JOB POSTING SUPPORTIVE CARE COUNSELLOR

Questions can be directed to Natalie Warner at nwarner@hospicepeterborough.org or 705-742-4042 x 231. Thank you for your interest. Please note that only those selected for an interview will be contacted.

All employees at Hospice Peterborough are eligible to join the HOOPP pension plan.

Hospice Peterborough is an organization that strives to embrace the spirit of inclusion, diversity, equity and accessibility. We are an equal opportunity employer committed to building an inclusive and barrier-free environment in which all individuals have access in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA).

Accommodation will be provided in all parts of the hiring process as required under relevant policies of Hospice Peterborough. Applicants will need to make their needs known in advance.