



## Grief and Bereavement Coordinator Job Description

### **Position Summary:**

The Grief and Bereavement Coordinator reports directly to Hospice Huntsville's Executive Director. This key role within our community service team must have a strong commitment to Hospice Huntsville Mission and Values, the position, person centred supports, and have the ability to work within a team environment and in partnership with other key roles.

The Grief and Bereavement Coordinator is responsible for all aspects of adult, youth and children's grief support programs including: all components of direct service delivery, coordination, volunteer management, delivery of grief support, program development, community development, quality assurance and data entry. This position will work closely with HH Program Coordinator and will provide back up support when necessary.

This is a full-time position, 37.5 hours per week, evenings, and weekends when necessary. Reliable vehicle is required.

### **Responsibilities:**

#### Direct Service:

- Receive and process all referrals and inquiries in a timely manner (HPCO Accreditation Standards)
- Conduct intake and assessment
- Support referrals to community based clinical services when appropriate
- Match Service Recipients (SR) to appropriate volunteer for direct service
- Act as Case Manager for all bereavement SR
- Provide direct bereavement supports when necessary
- Maintain monthly (as needed) contact/ supervisory with matched volunteers
- Organize volunteers, plan, prepare and schedule all grief support groups
- Follow up calls with family after death of Algonquin Grace residents
- Create and maintain all files and records using data-based system in keeping with best practices and HPCO Accreditation standards

#### Coordination and Partnership:

- Coordinate, direct or deliver grief support programs and services
- Work in partnership with Program Coordinator to provide coverage as needed for schedule needs and vacation coverage.

#### Volunteer Management:

- Recruit, train, mentor and supervise bereavement volunteers and companions
- Maintain volunteer files in keeping with Hospice Huntsville standards
- Maintain roster of fully trained bereavement volunteers and companions
- Maintain monthly contact (at minimum) with matched volunteers, reporting on SR status and for case management.



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### Community Liaison:

Develop and maintain connections with community-based partners, faith and cultural communities  
Represent Hospice Huntsville for community outreach presentations and meetings

### Program Development:

Create new bereavement services in response to need  
Create and/or revise materials, handouts, and manuals  
Represent Hospice Huntsville for Community Outreach presentations and meetings  
Establish and maintain community relationships for referrals and program development  
Revise and maintain promotional materials for website and print

### Quality Assurance and Data Management

Maintain all service delivery and records in compliance with HPCO Accreditation standards  
Create, maintain, update and discharge confidential client files in Info Anywhere  
Maintain such data as necessary to report MIS both monthly and quarterly  
Provide data to Executive Director to complete QIP reports  
Report to Executive Director monthly necessary data for Board Bullets  
Track statistical data and create reports as required

### **Education and Experience:**

- Bachelor's degree required or equivalent experience
- Certificate in Thanatology preferred
- Experience coordinating a broad range of programs and services
- Experience with Client Intake and Case Management
- Experience with Group Facilitation and training
- Experience with Volunteer recruitment, training and management
- Knowledge of hospice/palliative care philosophy, traumatic death, grief and bereavement
- Knowledge of current trends, information and resources related to mental health & grief and bereavement
- Excellent listening, assessment, critical thinking and problem-solving skills
- Valid Drivers License
- Fundamentals of Palliative Care

### **Personal Competencies and Aptitudes:**

- Awareness, commitment, and ability to include one's own as well as other's different cultural perceptions, assumptions, norms, beliefs, and values
- Strong sense of compassion with sensitivity to the impact of life and death issues faced by individuals with life-limiting illness and their families
- Practices self-care to cope with the stress of repeated loss exposure
- Ability to work independently and effectively as part of a team
- Ability to relate professionally and positively and work cooperatively with hospice team members at all levels as well as community health partners



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- Superior organizational and time-management skills
- Demonstrated ability to undertake other projects as necessary or assigned

Qualified applicants are invited to forward a cover letter and resume to [rebecca@hospicehuntsville.com](mailto:rebecca@hospicehuntsville.com) . Please specify "Grief and Bereavement Coordinator" in the subject line of your email.