



**Job Posting  
Community Manager  
Ed's House, Northumberland Hospice Care Centre  
(Full-time Position)  
Internal/External**

Reporting to the Director, Hospice Services, the Community Manager will be responsible for ensuring professional, evidence-based client-centered care for clients, their caregivers and chosen family in our community serviced by our interdisciplinary team. The Manager is responsible for overseeing the Palliative Care Community Team, In-Home Visiting and other hospice staff and volunteers building family and community capacity to support those living with and dying from life limiting illness.

**Primary Duties and Responsibilities:**

- Ensures services are guided by a model of care that is holistic, collaborative in nature and aligns with current evidence-based practice.
- Promotes continuum of care model through community and palliative care services.
- Leads ongoing development of a comprehensive range of services that inform, support, and guide clients and families through the process of grief and bereavement.
- Ensures policies, procedures, protocols and training are in place for effective delivery of services for clients in the community.
- Manages assigned staff and volunteers by ensuring overall performance standards are achieved, appropriate guidance and training is provided, staffing and scheduling levels are appropriate, regulated staff maintain their registration with the appropriate College and staff have the necessary qualifications/certifications to perform the job.
- Obtains and solicits feedback regarding the care/service delivery directly from the clients and families while service is being provided and from the primary caregiver after the service has concluded.
- Tracks relevant data with respect to service delivery and completes key performance indicator reports required by the Director.
- Actively participates on internal and external committees, community and information functions and represents Ed's House in a professional manner at all times.
- Commits to meeting the privacy obligations and requirements of the agency as a custodian of Personal Health Information, carrying out job responsibilities according to CCN's privacy policies and Privacy and Security Code of Conduct.
- Actively participates and complies with the Health & Safety Program of the agency, understanding the responsibilities of the team in relation to health and safety.
- Analyzes data and program delivery to improve performance using routine measures of outcomes, resource utilization, adverse events and stakeholder satisfaction.

## Qualifications:

- University degree in Psychology, Counselling, Social Work, Nursing or equivalent combination of education and work experience.
- Expertise in the area of grief and bereavement will be considered an asset.
- Completed palliative education. (CNA certification in Hospice Palliative Care, CAPCE, Fundamentals of Palliative Care, LEAP or equivalent educational courses).
- 2 years demonstrated management experience in leading and guiding an interdisciplinary, multi-dimensional care team.
- 5 years demonstrated experience providing hospice palliative care in community, hospital or appropriate long term care setting.
- Experience working with volunteers and diverse populations.
- Excellent conflict resolution skills.
- Evidence of a demonstrated client centered approach to care and ability to work with families.
- Demonstrated ability to write effective policies, guidelines and protocols and ensure that staff are adhering to the standards.
- Strong computer skills (Word, Excel, Outlook, databases and effective internet research).
- Communicate professionally and compassionately with clients and families as well as health care providers.
- Flexibility to be on-call, as required
- Ability to travel throughout Northumberland County, clear Vulnerable Sector Check, provide proof of Covid vaccination

Qualified applicants are asked to submit a detailed resume to [careers@commcare.ca](mailto:careers@commcare.ca) by **May 27, 2022**

*Community Care Northumberland is a non-profit, multi-service, volunteer-based community support organization serving residents of Northumberland County.*  
[www.commcare.ca](http://www.commcare.ca)

**In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), CCN will provide accommodation in all parts of the hiring process as required, upon request from applicants.**

**“Giving Strength Through Caring”**



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