



Community Care Northumberland is a multi-service, volunteer-based community support organization serving residents of Northumberland County. We are currently accepting applications for the position of **Director, Hospice Services**. The Director will provide strategic leadership to our Hospice Services Team throughout Northumberland County.

**Director, Hospice Services - Full Time (35 hours/week)
(Located in Cobourg, ON)**

Reporting to the Chief Executive Officer, the Director, Hospice Services is responsible to ensure that a holistic, continuum of care approach is implemented and supported throughout the client's journey from early engagement to end of life, while supporting caregivers and families through grief and bereavement. The Director will provide leadership and support in the development of policies, procedures, staffing, legislative and accreditation requirements regarding Ed's House, Northumberland Hospice Care Centre as well as our current community program. Further, the Director will be responsible to review, plan and implement all hospice programming; monitoring and evaluating service provision, evaluating staffing and volunteer levels and ensuring outcomes are client-based and validated. In addition, the Director is responsible to develop, monitor and achieve budgetary projections, commits to meeting privacy obligations and adhering to all health and safety requirements. The Director will also be a key player in developing community and donor relationships.

As part of the senior management team, the position actively works to collaborate with all Community Care Northumberland staff, volunteers, stakeholders and community partners ensuring that individuals receive the support and services required within the mission, vision and values of the agency and hospice program.

Key Skills and Accountabilities:

1. Provides leadership and oversight to the Hospice Services Team ensuring the delivery of a holistic, continuum of care approach to the delivery of services to clients.
2. Leads the on-going planning of Hospice Service program delivery to ensure the goals and objectives of program delivery are developed, implemented, evaluated and align with the strategic plan of the Agency and Hospice services.
3. Ensures that all legislative, privacy and accreditation standards are achieved.
4. Monitors community and client service needs and trends making recommendations for program/service changes, expansion or enhancement.
5. Works collaboratively with other hospice palliative care programs, community palliative care physicians and other primary care practitioners to ensure that all client and family needs are met.
6. Develops, implements and reviews Hospice Service related policies, procedures and protocols.

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7. Assists the CEO in developing and maintaining a professional culture that promotes teamwork and a client-centred approach.
8. Aligns Hospice Services communications with the Agency directions in collaboration with the management team.
9. Ensures appropriate and adequate human resources (staff and volunteers) to respond fluidly to increasing community needs and emerging trends.
10. Provides support, guidance, coaching, performance management, and developmental opportunities for both staff and volunteers to ensure an appropriate balance of skills and capabilities and that individual needs are addressed.
11. Develops, monitors and achieves budgetary targets.
12. Works in collaboration with the Director, Donor Relations and Communications to achieve fund-raising targets.
13. Actively forms positive relationships within the community to promote the goals and programs of the Agency.
14. Ensures the vision of the Northumberland Hospice Care Centre as a hub of excellence in hospice palliative care by participating in sector initiatives at the local, regional and provincial level.
15. Develops and sustains positive linkages with referral agencies, physicians and community-based groups.
16. Completes administrative activities to support hospice specific and Agency requirements.

Key Qualifications:

1. Demonstrated management experience working in a hospice facility, a similar type of care environment or community based/outreach program.
2. Strong understanding of the palliative and hospice philosophy of care.
3. Post-Secondary Degree or Diploma in sciences, health, business administration or a closely related field or an equivalent combination of education and experience.
4. Additional certification in hospice palliative care specialty is considered an asset.
5. Completion of a 30-hour Hospice volunteer training from an accredited organization is considered an asset.
6. Demonstrated leadership and management skills.
7. Ability to collaborate with a wide variety of professional and community partnerships.
8. Proven skills to work independently and as part of a collaborative team.
9. Superior communication and public relations skills.
10. Excellent organizational, analytical, and planning skills.
11. Proven financial skills to develop and monitor budget.
12. Ability to work at multiple tasks with multiple interruptions.
13. Demonstrated high level of integrity, trustworthiness and accountability.
14. Working knowledge of the hospice palliative care sector, local partners and resources.
15. Knowledge of quality improvement methodologies
16. Experience working with and managing volunteers is considered an asset.
17. Ability to travel as required.

Interested candidates should submit their resume and covering letter to:

Tim Oke
Director, Human Resources
Community Care Northumberland
t.oke@commcare.ca

Please indicate Director, Hospice Service in the subject line.

Position will be open until filled.

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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.