



TITLE: Grief Coordinator

Full time (35 hours/week)

\$65,000-\$75,000 (commensurate with experience)

Health/Dental/Vision Benefits, 3 weeks paid vacation, RRSP contribution

ACCOUNTABILITY: Executive Director

NATURE AND SCOPE: Under the direction of the Executive Director, the Grief Coordinator is responsible for the delivery of Grief and Bereavement Programs and oversees all aspects of client case management for Hospice Northwest (HNW) clients. The role includes coordination and oversight of grief and/or bereavement groups and monitoring of service provided by HNW volunteer services. The role also includes referrals to Palliative Carelink and triage and intake of the initial referrals and discharge for the Regional Integrated Grief and Bereavement Service (Irish Hospice Adult Bereavement Care Pyramid Level 3-4 clients) with St. Joseph's Care Group (joint program with HNW). Case management will include the adherence to the HNW Communication Plan to foster strong relationships with clients.

General responsibilities include:

- Coordinates and monitors delivery of grief client services to standards set by Hospice Palliative Care Ontario
- Enters referrals, completes intake and enters required forms (i.e. Service Agreement) and assessments into INFO ANYWHERE for all adult Grief clients in Thunder Bay
- Work in collaboration with the Outreach Program Coordinator to support shared clients (i.e. clients participating in Gashkendamide's and other services)
- Communicates with grief clients to determine type of service needed (care plan)
- Matches and introduces volunteers to their grief clients
- Work with Communications Coordinator in creation of the grief newsletter and program posters
- Sets weekly communication plan with Programs Assistant
- Assists the Volunteer Coordinator with facilitating peer support among volunteers and provides support and guidance to individual volunteers supporting a grief client
- Facilitate Grief Training for volunteers 1-2x/annually
- Budget tracking and invoices for the grief department
- Coordination of psycho-educational grief support groups and monthly workshops
- Maintain clients lists or active and inactive clients and relationships to their volunteers
- Plans Grief Education workshops for the public once per year (i.e. Grief Conference)

- Supports the Caregiver Department by facilitating the Self-Care Grief & Bereavement Workshop 2x/annually and as requested for workshops
- In collaboration with other staff, ensure that service delivery statistics are reported and data entered in our data management system and reporting to Executive Director, as requested
- Promotion of HNW events to all Grief Clients
- In collaboration with the Communications Coordinator, plan the Annual Candlelight Memorial Service
- Assist with the HPCO accreditation preparation
- Collaborates with the Regional Coordinator regarding client matters
- In collaboration with Executive Director, participate in external committees and palliative care initiatives in community, to ensure representation of HNW
- Representing Hospice Northwest in community events, workshops and education to promote the Grief Program
- Referrals to external agencies & support letters, as requested by clients
- Assist the organization with survey reporting through the Stratim Platform
- Other duties as required

Specific Responsibilities for Level 3-4 Services program Regional Integrated Grief and Bereavement Service (Irish Hospice Adult Bereavement Care Pyramid Level 3-4 clients) with St. Joseph's Care Group (joint program with HNW):

- Participate in mapping referral process, communication plan and define intake/triage process at HNW, assist with developing documentation and training tools
- Monitor and report:
 - Referrals received
 - Clients served
 - Waitlist size and wait times
 - Session volumes
 - Triage outcomes
- Receipt of referrals and scheduling of intakes and initial assessment
- Case management of level 3-4 clients who are receiving concurrent HNW therapies or transitioning
- Discharge planning, in consultation with SJCG grief counsellor. The Grief Program Coordinator is responsible for final check-ins, offering additional services, and exit surveys
- In collaboration with SJCG program, analyze feedback by geography, cultural identity, and access barriers
- Complete report summarizing year 1 implementation - Include successes, gaps, and stakeholder feedback in collaboration with HNW Executive Director

Education/Experience:

- Preferred qualification includes undergraduate diploma/degree and registered member in good standing with applicable professional college (e.g., Ontario College of Social Workers

and Social Service Workers, Ontario College of Psychologists, College of Registered Psychotherapists of Ontario,) thorough knowledge of the Code of Ethics and Standards of Practice

- Knowledge and work experience with referral processes, intake, assessment and triage
- Specialized training or certification considered an asset
- Extensive experience working with bereaved individuals

Performance Review: A performance review will be held annually and will include recommendations for training and/or potential changes to the job description and/or remuneration. Any adjustments to the salary or benefits will be made following the annual Review.

Communications/Code of Conduct: That client focused palliative care provision requires healthy working relationships among all staff and volunteers, is a fundamental operating principle of Hospice Northwest. All staff will be responsible for maintaining positive and mutually supportive relationships within a professional environment.

All staff and volunteers are responsible for exercising strict standards of confidentiality related to all client, volunteer and staff information.

Applications for this position must include a resume and cover letter sent to:
info@hospicenorthwest.ca.

Application deadline: Thursday, June 11, 2026, at 5pm