



Position Description:

Position Title: Grief Support Services Coordinator

Reports To: Programs Director and Executive Director

Position Type: 24-32 hours a week

Purpose

The Grief Support Services Coordinator is responsible for overseeing the provision of adult programs and services, as well as manages and coordinates volunteer involvement.

Essential Job Functions

Client Care

- Conduct intakes and assigns support services for adults 19 years and older
- Follow up with clients to monitor effectiveness of grief support and assess further needs.
- Refer client to other community services if appropriate
- Maintains and oversees the contact client database
- Ensures that bereavement clients are informed of all current programs and services offered on an ongoing basis.

Volunteer Management

- Match specific support volunteers to specific clients.
- Follow up with volunteers to monitor the effectiveness of grief support.
- Supervise and support facilitators for adult grief support groups
- Engages with volunteers regarding workshop, education and supports
- Monitor volunteer engagement and provides support and communication

Program Development

- Evaluates and reviews annual budgets to reflect current and future programs.
- Assess community needs and creates programs to engage and meet needs
- Networks and collaborates with community partners to enhance client services and programs

Community Services

- **Manages memorial services, (Christmas season, Butterfly Release)**
- **Offers workshops that would be of interest/pertinent to community, volunteers, clients**
- **Community Presentations to expand grief education and awareness of AHS services.**

General Office Duties

- **Attends and participates in AHS staff meetings and planning meetings as required**
- **Contributes to the development of volunteer policies and manuals**
- **Contributes content to AHS Newsletters and determines the bereavement specific content on AHS website.**
- **Ensures all client, contacts and volunteer information is recorded in eTapestry**
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Requirements and Qualifications:

- **Superior supervisory and management skills**
- **Superior interpersonal and written communication skills**
- **Minimum of a diploma in social work, human services or a social sciences field or an equivalent combination of education, training and experience**
- **Experience providing psychosocial support to individuals experiencing loss or mental health concerns**
- **Strong organizational skills & administrative skills with attention to detail**
- **Effective public speaking ability and experience facilitating groups**
- **Highly computer literate with specific experience working with MS Office, databases and the internet**
- **Experience with non-profit organizations an asset**
- **Experience organizing meetings and events an asset**
- **Ability to multi-task and manage conflicting priorities**
- **Strong decision-making skills and demonstrated ability to use sound judgment**
- **Demonstrated ability to practice and maintain confidentiality at all times**
- **Continued learning and growth through education**

Personal Competencies/Characteristics

- **Ability to engage members of the community in AHS services, programs, volunteering**
- **Demonstrated ability to anticipate problems and proactively develop solutions**
- **Strong sense of compassion and patience**
- **Ability to work independently and effectively as part of a team**
- **Receptive to change and ability to effect change**
- **Aptitude for being resourceful and innovative**

The Grief Support Services Coordinator will have to manage a number of projects at one time and may be interrupted frequently to meet the needs and requests of clients and volunteers.