

Program Assistant Job Description

Title:
Program Assistant
Hospice Orillia

Reports to:
Executive Director

Supervised by: Volunteer Coordinator,
Community Social Worker(s), and
Bereavement Coordinator

Classification:
Full time (37.5 hours), 12-month renewable
contract

Date:
June 29, 2022

Purpose:

To support the successful operations of Hospice Orillia and the North Simcoe Muskoka Hospice Palliative Care Network (NSMHPCN) by assisting staff with program promotion, implementation, and providing administrative support.

Responsibilities:

Volunteer Support:

- Support Volunteer Coordinator in onboarding of new volunteers through record keeping, creation of new files, preparation of documents and training in alignment with HPCO accreditation standards
- Register new volunteers for mandatory training
- Work in conjunction with the Volunteer Coordinator, Community Social Worker to facilitate and organize in-person training sessions for new volunteers
 - Provide administrative support for trainings by gathering supplies, refreshments, printed materials, completing reminder calls and other duties as necessary
- Ensure that all training and screening requirements have been satisfied prior to full onboarding as a volunteer
- Lead the coordination of and attend annual volunteer check-in interviews, with assistance from Hospice Orillia staff
- Maintain volunteer personnel files and ensure that all required forms are up to date, including creating electronic file
- Monitor and maintain Better Impact software for volunteer communication and record keeping

North Simcoe Muskoka Hospice Palliative Care Network

169 Front Street South

Orillia, ON, L3V 4S8

PH: 705-325-0505 FX: 705-325-7328

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- Responsible for informing Volunteer Coordinator, Community Social Worker of upcoming volunteer milestones, birthdays, training progress, new volunteer applications etc.
- Assist with organizing and planning Hospice Orillia events including but not limited to:
 - Annual volunteer events (volunteer winter social, volunteer summer social, volunteer appreciation)
 - Supports staff by arranging venues, ordering catering and other supplies
 - Assist with additional events as required

Visiting Volunteer Program Support:

- Complete and record responses to quarterly Quality of Care Surveys with clients and/or their caregivers
- Monitor monthly contact with visiting volunteers and inform Community Social Workers
- Provide administrative support for support groups by gathering supplies, refreshments, printed materials, completing reminder calls and other duties as necessary

Bereavement Program Support:

- Responsible for documenting volunteer hours into electronic file
- Responsible for phoning clients to complete COVID-19 screening ahead of visits or groups and documenting results into electronic file
- Responsible for completing reminder calls for appointments and maintaining/updating Bereavement Coordinator's digital calendar accordingly
- Responsible for booking intakes for Bereavement Coordinator and creating digital meeting invite accordingly
- Responsible for providing general administrative support for groups including but not limited to; creating, distributing and starting Zoom meetings, gathering curriculum/printed materials and other supplies, refreshments, completing reminder calls and other duties as necessary

General Program Support:

- Creating digital calendar invites and distributing to appropriate staff members for upcoming meetings
- Produce accurate and detailed meeting minutes
- Provide administrative support to Hospice Orillia staff as needed, including but not limited to: room bookings, printing and assembling program materials, phone calls etc.
- Provide assistance with general office duties
- Responsible for answering phones in a professional manner
- Greet all visitors in a courteous manner
- Support other programs as required

NSMHPCN support:

- Provide coverage where required for processing of incoming referrals for Nurse Consultants and Hospice Orillia staff members
- Complete projects for Executive Director as required

Skills and Personal Traits:

- Exceptional organizational skills including but not limited to time management, record keeping, digital scheduling etc.
- Excellent communication skills
- Knowledgeable about the community of Orillia
- Exceptional computer/IT proficiency
- Friendly and personable
- Ability to work in a team environment – getting along with others, collaborating on projects, interviews etc.

Competencies:

1. Communication and Interpersonal Skills
2. Organization Skills
3. Problem Solving
4. Computer Literacy
5. Microsoft Excel, Word and PowerPoint
6. Multi-Tasking Ability

Supervisory Responsibility:

This position has no direct supervisory responsibilities.

Work Environment:

This job operates under a hybrid model of both remote and in-office professional environments. This role requires a confidential space in home for private conversations. The role routinely uses standard office equipment such as laptops, computers, photocopiers and fax machines.

This position involves regular supervision and requires communication with internal and external stakeholders. This position also involves communication with external clients, volunteers and community members, vendors, HCCSS and Board members.

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Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

The physical demands involve minute taking, working in a fast-paced environment, sitting for extended periods of time and work on a computer.

While performing the duties of this job, the employee is regularly required to talk or hear. Specific vision abilities required by this job include close vision and ability to adjust focus. This would require the ability to lift files (up to 25lbs), open filing cabinets and bend or stand on a stool as necessary.

If accommodations are required, please notify the Executive Director.

Position Type/Expected Hours of Work:

This is a full-time, contract position. Occasional evening and weekend work may be required as job duties demand. The duties of this job are subject to change.

Travel:

Minimal travel is required for this position. A valid drivers' license and car is preferred but other means of transportation coordinated by the employee would be acceptable.

Required Education and Experience:

1. Completion of high school diploma
2. Experience with Microsoft Office

Preferred Education and Experience:

1. Experience in a non-profit organization and/or in a governmentally regulated organization
2. Experience managing confidential health care information
3. Experience with managing one's own schedule
4. Experience managing confidential health care information including knowledge of PHIPA

Work Authorization/Security Clearance (if applicable):

1. Police Record check
2. Vulnerable sector check

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Other Duties:

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Equal Opportunity Statement:

NSMHPCN is committed to the philosophy of equal opportunity employment and does not discriminate against any employee or applicant on the basis of race, color, ancestry, age, religion, sex, sexual orientation, gender identity or expression, nation origin, disability, medical condition, marital status, veteran status, or other non-job-related criteria.

NSMHPCN is an equal opportunity employer. In accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code, individuals requiring accommodation during the application/recruitment process should advise Human Resources so arrangements can be made. All personal information is collected under the authority of the Freedom of Information and Protection of Privacy Act.

Accessibility:

NSMHPCN is committed to providing its services in ways that respect the dignity and independence of people with disabilities.

To Apply:

Please send resume and cover letter to daniela@hospiceorillia.ca by July 15, 2022.