

HOSPICE YUKON SOCIETY

Job Description

Job Title: COUNSELLOR

Salary: \$35.08/hr

Reports To: Executive Director, Hospice Yukon

Job Purpose:

Reporting to the Executive Director, the **Counsellor** for Hospice Yukon is responsible for providing intake services and counselling support for end-of-life and bereavement clients and their care-givers, including assessing client needs and coordinating Hospice and community resources. The counsellor is also part of a team responsible for creating, developing and delivering educational opportunities and professional training programs for Yukon communities.

As an organization where staff and trained volunteers provide support to the dying, the bereaved, their loved ones and professional caregivers, our clients often represent a vulnerable part of our community. An essential heart-centered approach, including providing a secure safe space for clients, staff, board and volunteers is integral to the work that we do.

The ability to work in collaboration with others is a critical aspect of this job. This position is part of a close and effective team of staff and volunteers delivering Hospice Yukon programs and services to all Yukoners.

Duties & Responsibilities

- Perform intake and assessment of clients and provide counselling to individuals and groups
- Establish a relationship of trust and respect with clients
- Obtain informed consent and provide overview/ limitations of services during intake
- Actively listen to client concerns, empathise with their position and accept without bias the issues raised
- Provide grief support and assist family members and others following a death
- Refer clients to other internal or external resources in the community
- Maintain confidential written records of client interactions
- Research and keep current with professional development in areas of palliative care, bereavement, cumulative and traumatic loss
- Support client, volunteer and staff relations
- Act as an educational resource to the community
- Promote client awareness of Hospice Yukon's programs and services

- Consult and liaise with all team members to integrate program content and delivery of objectives
- Cross-training for other roles maybe required
- Other office duties as required.

Qualifications

- Certified Counsellor (or working towards a professional designation) or professional membership with another association in a related field with a shared scope of practice
- Client work or volunteer experience in bereavement support, palliative care and cumulative loss
- Knowledge and commitment to hospice philosophy; understanding of grief response and experience with counselling individuals and /or in a group regarding loss
- Excellent interpersonal skills
- Previous experience working with First Nations communities would be an asset
- RCMP Vulnerable Sector Security Check
- Valid Yukon Driver's Licence

Skills and Abilities

- Effective and empathetic counselling skills and competencies
- Excellent interpersonal skills; the ability to communicate effectively with individuals and groups
- Ability to bring a mindfulness to working and communicating with people who are in a vulnerable state
- Ability to work in stressful and emotionally charged conditions
- Ability to assess and co-ordinate resources to meet the needs of the client
- Ability to demonstrate good decision making in dealing with safety and emergency response issues
- Conflict resolution skills
- Stress management skills
- Ability to develop and implement a self-care plan and set boundaries
- Ability to work both independently using initiative and self motivation, as well as participate fully in team settings
- Manage sensitive and confidential information and client files
- Computer Proficient and good writing skills
- Effective interpersonal communication skills in one on one and group settings

Working Conditions: Evening or weekend work may be required on occasion. Client interaction may be challenging. Travel may be required.

Direct Reports: This position has no direct reports.

Approved By:	
Date Approved:	
Last Reviewed:	