

## **Northwest Colorado Health** **Bereavement Services Coordinator**

### **General Statement of Duties:**

Responsible for the coordination of bereavement services to patients and families in keeping with the patient and family's desire, and consistent with the policies and procedures of the hospice program.

**Supervision Received:** Works under the general supervision of the Medical Social Worker Team Lead.

**Supervision Exercised:** None.

### **Essential Functions:**

1. Offers and/or provides bereavement support to meet patient and family needs in accordance with the patient's and family's acceptance of this service.
  - Completes bereavement risk assessment at intake within 5 days of admission and at time of death.
  - Provides bereavement follow-up services to all closely associated family members and loved ones for 12 months following the death of a Hospice patient, to include telephone, mailings, individual and/or group support.
  - Facilitate bereavement groups on a regularly-scheduled basis in both Routt and Moffat counties.
  - Documents communication with family during bereavement period.
  - Prepares reports on a quarterly basis to track bereavement program participants and services.
  - Provides bereavement services to individuals, businesses, and organizations in larger Yampa Valley community (not in hospice program).
2. Participates as a member of the interdisciplinary team.
  - Reports on services and responses with measurable goals and outcomes.
  - Assess the potential bereavement needs of patients and families.
  - Coordinates services to meet potential needs.
3. Coordinates with team members to provide bereavement support.
  - Works with Medical Social Worker on volunteer needs for bereavement companions, flower art, and additional bereavement events volunteers may provide.
  - Participates in volunteer meetings.
  - Facilitates hospice training for new employees and volunteers.
  - Facilitates Grief Task Force
    - Provides bereavement debriefing for staff and volunteers.

*This description of responsibilities is intended to provide only basic guidelines for meeting each responsibility. Additional responsibilities may be added, as appropriate.*

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**Education:**

Graduation from a Bachelor's program in a human services-related field. Preferred Master's degree in counseling, social work, or similar field with emphasis on counseling skills. Appropriate certification in grief counseling.

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**Experience:**

Bereavement – Two to three years of experience as grief counselor or bereavement coordinator with emphasis on terminally ill.

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**Requirements:**

1. If car is used, must provide proof of adequate insurance coverage totaling at least \$300,000 and valid Colorado driver's license.
2. Current CPR certification.
3. Annual TB testing and/or screening.

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**Knowledge:**

1. Thorough knowledge of Hospice Medicare regulations and compliance.
2. Thorough knowledge of the techniques and principles of bereavement support with patients, their families, and other support systems.

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**Skills:**

1. Patient-centered communication and mediation skills, strong organizational skills, and the ability to complete objective documentation in a timely manner.
2. Daily standing, squatting, walking, bending, and maneuvering in private homes which are not barrier-free.
3. Strong communication skills, including the ability to utilize technology on computer, iPad, cell phone, and other devices as needed.
4. Program management skills to coordinate, facilitate, and follow up with bereavement clients, groups, and volunteers for successful implementation and development of bereavement programs.

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**Working Conditions:**

1. Work environment is highly variable, as care is provided in private homes. Lighting, acoustics, air quality, temperature, and environmental hazards are not predictable.
2. This position has been classified as Patient-Facing, a position in which the incumbent could reasonably be expected to routinely interact with patients and/or patient family members. Employees in Patient-Facing positions are exposed to healthcare conditions that may require additional training, immunizations, and use of Personal Protective Equipment (PPE).

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*This description is intended to describe the essential job functions and requirements for the performance of this job. Other functions may be assigned, and management retains the right to add or change the duties at any time.*

I, _____ (print name)
acknowledge that on this date, _____ I have received the following job description for my present position.
Signature of Employee: _____
Date: _____

