



UNION JOB DESCRIPTION

JD6140

JOB TITLE:	Intake and Community Program Coordinator – Victoria Hospice	JOB DESCRIPTION NO.:	6140
CLASSIFICATION:	Disciplines Allied to Social Work P1	GRID/PAY LEVEL:	H-I-P1
COLLECTIVE AGREEMENT:	Health Science Professionals	HSCIS NO.:	50001
UNION:	HSA	JOB/CLASS CODE:	50001
PROGRAM/DEPARTMENT:	Victoria Hospice Society	BENCHMARKS (If Applicable):	
REPORTING TO:	Manager, Community Programs and Intake or designate		
FACILITY/SITE:	Victoria Hospice - Richmond Pavillion		

JOB SUMMARY:

In alignment with the Mission, Vision, and Values of Victoria Hospice, the safety of patients, clients, families, and staff is a shared responsibility and a top priority. As such, the ongoing commitment to improving quality, enhancing safety, and mitigating risk is integral to every aspect of this role.

Reporting to the Manager, Community Programs and Intake or designate, the Intake and Community Program Coordinator - Victoria Hospice is responsible for providing centralized intake for Hospice Service requests, psychosocial assessment, triage, and referral services for individuals and families seeking access to Victoria Hospice palliative care services, including end-of-life care and bereavement supports, during this pilot project.

As the primary point of contact for clients, families, and referral sources, the Intake Coordinator applies a psychosocial, person- and family-centered lens to conduct intake assessments, determine service eligibility and urgency, and facilitate timely access to appropriate hospice and community-based services. The role works collaboratively with interdisciplinary teams within Victoria Hospice and Island Health, as well as external partners, to support coordinated care across the care continuum. This includes working with the Volunteer Services team, to support the coordination of volunteers during the delivery and promotion of group programs in the community.

Travel may be a requirement of this position. Transportation arrangements must meet the operational requirements of Island Health in accordance with the service assignment and may require the use of a personal vehicle.

TYPICAL DUTIES AND RESPONSIBILITIES:

Intake, Psychosocial Assessment, and Clinical Triage:

1. Provides centralized intake services by receiving and responding to referrals from multiple sources (e.g., physicians, Island Health teams, community agencies, self-referrals, families) including:
 - Conducts comprehensive telephone and/or virtual intake assessments which includes obtaining informed consent, identifying needs and gathering all other required and relevant information;
 - Assesses risk, urgency, and appropriateness for hospice services;
 - Applies a trauma-informed, culturally safe, and grief-informed approach to all client interactions;
 - Determines eligibility and priority for hospice programs (e.g., community services, inpatient unit, bereavement services) by triaging referrals, in collaboration with clinical teams, using established criteria and clinical judgment to support timely and equitable access;
 - Provides immediate support, including emotional support, crisis intervention, and brief counselling, as appropriate;

- Communicates intake decisions and next steps clearly to clients, families, and referral sources;
- Identifies and responds to complex or high-risk situations (e.g., crisis, complicated family dynamics, unclear goals of care, or system barriers) and applies clinical judgment to determine appropriate response and service pathway.

Intake Coordination and System Navigation:

2. Performs centralized intake coordination and navigation functions by coordinating access to hospice services, including:

- Facilitates referrals and internal handovers to appropriate hospice programs;
- Schedules initial appointments and assessments as required;
- Supports transitions across care settings (community, hospice, acute care, long-term care);
- Provides information, education, and navigation support to clients and families regarding available services, care options, and processes;
- Supports clients and families in understanding care options and transitions using a psychosocial and strengths-based approach;
- Identifies and connects clients to appropriate internal and external resources when hospice services are not indicated or while awaiting service;
- Liaises with Island Health teams, primary care providers, and community partners to support continuity of care.
- Participates in pilot activities related to the integration of volunteer-supported services into care delivery, including identifying patients appropriate for these services and initiating appropriate program referrals or matches.

3. Participates in and supports the manager in the planning and development of a volunteer-led community companionship program by trialing and informing processes for integrating volunteers into service delivery including:

- Provides input into the development and testing of workflows related to client identification, referral and matching with volunteers.
- Collaborates with Volunteer Services to identify roles, boundaries and support needs.
- Documents processes, provides recommendations and feedback on program.
- Supports Director(s) in coordination activities (eg. Facilitates initial client-volunteer match or communication) for the purpose of testing and refinement.

4.

5. Collaborates and consults with multidisciplinary team members to support care planning and service allocation including team meetings, conferences, organizational activities and acts as a resource to internal and external partners regarding hospice services, eligibility and referral processes. Assists in the orientation of new staff and students as required.

6. Completes timely and accurate clinical documentation, including intake assessments, progress notes, and referral records, utilizing electronic health records and/or client databases to record and update client information, track referrals, prioritization, and service utilization, and maintain statistical data related to intake activity in accordance with organizational and Island Health standards and reporting requirements.

7. Contributes to the implementation, evaluation, and ongoing refinement of centralized intake and emerging community programs and participates in continuous quality improvement initiatives. Assists in the development of related policies, procedures, and tools to inform future service design and staffing models.

8. Performs other related duties as required.

QUALIFICATIONS:

Education, Training And Experience

- Master's degree in a relevant or human services related discipline (e.g. Counselling, Social Work or Child and Youth Care or related field); and
- Minimum of two (2) years' recent related experience in hospice palliative care, bereavement services, mental health, or community-based health and social services; and
- Demonstrated experience conducting psychosocial assessments, intake, or client screening in a health or human services setting; and
- Knowledge of hospice palliative care principles, grief and bereavement, and the psychosocial impacts of serious illness; and
- Valid BC Driver's License.

An equivalent combination of education, training, and experience may be considered.

Skills And Abilities

- Demonstrated ability to balance clinical assessment responsibilities with coordination, system navigation, and client flow management in a dynamic environment.
- Comprehensive knowledge of hospice palliative care services and community resources.
- Demonstrated ability to conduct psychosocial assessments and intake screening across diverse populations.
- Ability to provide brief supportive counselling, emotional support, and crisis response within scope of practice.
- Knowledge of grief, loss, and bereavement processes across the lifespan.
- Ability to apply trauma-informed, culturally safe, and client-centered approaches.
- Strong interpersonal and communication skills, both verbal and written.
- Ability to establish and maintain effective working relationships with clients, families, interdisciplinary teams, and community partners.
- Ability to exercise sound clinical judgment, empathy, tact, and discretion.
- Ability to manage competing priorities in a fast-paced and evolving environment.
- Ability to work independently and collaboratively as part of a multidisciplinary team.
- Ability to work effectively with volunteers, including supporting, coordinating, and integrating volunteer roles into service delivery.
- Strong organizational and time management skills.
- Proficiency with computer applications and electronic health records.
- Physical ability to perform the duties of the position.