



Voyager Healthcare

Bereavement Coordinator - Iowa

Department: Clinical

FLSA Status: Exempt

Grade/Level:

Work Schedule:

Assigned according to business needs.

Job Status: Full Time

Reports To: Director of Bereavement and Volunteers

Amount of Travel Required: up to 100%

Positions Supervised:

None

POSITION SUMMARY

Responsible for the provision of bereavement support services for family members, staff, and members of the community.

ESSENTIAL FUNCTIONS

- Participate and contribute to the interdisciplinary team's review of care plans and patient/family needs.
- Counsel family members throughout the duration of bereavement care by assessing risk factors and responding accordingly.
- Work with the Director of Bereavement/Chaplain/social Worker to facilitate support groups including staff, volunteers, community, families.
- Follow all regulatory guidelines associated with the bereavement program.
- Participate in development of approaches to meet staff counseling needs. Assist with in-services for hospice employees.
- Document information in a timely and accurate fashion. Maintain all bereavement records and follow up information.
- Arrange general clerical bereavement services and delegate these tasks to volunteers as appropriate.
- Support the pool of volunteers and coordinate volunteer roles.
- Upon request, meeting with individual staff regarding spiritual issues that may affect their ability to function effectively. Being available to staff for bereavement support.
- Provide bereavement counseling services in accordance with the plan of care.
- Make visits to the patient/family prior to death. Ability to be available to family during the bereavement period.
- Extend bereavement counseling to residents of a SNF/NF or ICF/MR and those identified in the bereavement plan of care.
- Participate in the QAPI hospice performance improvement program.
- Assist and perform other responsibilities as assigned.

POSITION QUALIFICATIONS

Competency Statement(s)

- Accountability - Ability to accept responsibility and account for his/her actions.
- After Death - Prepares family for events that occur immediately following death, i.e. select funeral

home, make funeral arrangements, notify agencies such as Medicare, Social Security, Attorney who handles Estate, financial issues, canceling appointment, etc

- Communication - Is available physically and mentally for patient and family communication. Delivers difficult information in honest clear manner. Maintains hope by focusing on palliative care when cure no longer possible. Focuses on helping patient/family live in way meaningful to them
- Dying and Death - Identifies those who are approaching last days of living. Communicates honestly to patient/family about approaching death and gifts of last days. Speaks of death as natural process not failure of treatment. Determines patient/family wishes regarding place of death and seeks to have death occur where desired. Assists family to give patient permission to die, to "good bye" and to bring reconciliation to family relationships.
- Emotional Support - Supports patient and family expression of emotional needs. Listens actively, supports as appropriate, and refers to support groups, other patients and families with similar conditions, and/or professionals with expertise in this area.
- Relationship - Establishes rapport with patient and family. Is viewed as "present, really listening, caring, and trustworthy" Initiates contact with bereaved family as appropriate to relationship.
- Relationship - Family and Community - Addresses desires and needs for support from family and friends. Determines if there has been a change in family communication. Facilitates family communication of specific issues by structure of interactions. Provides anticipatory guidance for family as they focus on their relationships. This may include reconciliation of relationships.
- Spiritual/Cultural - Manages interactions to support the student's expression of spiritual needs and strengths and cultural practices. Creates environment that allows integration of dialogue about spiritual issues within the learning experience.
- Team Collaboration - Provides care with a team approach that includes patient and family as integral and essential members of the care team.

Education : Bachelor's degree in Social Work or Chaplain.

Experience : Qualified professional with experience or education in grief or loss counseling. Two years counseling experience in a healthcare setting

SKILLS & ABILITIES

Computer Skills

To perform this job successfully, an individual should have knowledge of Word Processing software.

Certificates & Licenses

BSW or Chaplain

Other Requirements

Demonstrated ability to be open, sensitive, flexible and ecumenical. Understands the practices and procedures relating to referral of victims of abuse/neglect/mistreatment/exploitation to the appropriate community agencies. Promotes Community education and awareness of hospice services. Understands and maintains professional boundaries in relationship with the patient/family/caregiver. Displays sensitivity to issues of loss and grief. Has the ability to deal effectively with the demands of the job. TB test, meet new hire and State requirements for position. Posses a valid driver's license and evidence of current auto liability insurance.

PHYSICAL DEMANDS

| Physical Demands | | Lift/Carry | |
|----------------------|----------------|----------------|--------------------|
| Stand | F (Frequently) | 10 lbs or less | F (Frequently) |
| Walk | F (Frequently) | 11-20 lbs | O (Occasionally) |
| Sit | F (Frequently) | 21-50 lbs | O (Occasionally) |
| Handling / Fingering | F (Frequently) | 51-100 lbs | N (Not Applicable) |
| Reach Outward | F (Frequently) | Over 100 lbs | N (Not Applicable) |

| | | | |
|----------------------|--------------------|----------------|--------------------|
| Reach Above Shoulder | F (Frequently) | Push/Pull | |
| Climb | O (Occasionally) | 12 lbs or less | F (Frequently) |
| Crawl | N (Not Applicable) | 13-25 lbs | O (Occasionally) |
| Squat or Kneel | F (Frequently) | 26-40 lbs | N (Not Applicable) |
| Bend | F (Frequently) | 41-100 lbs | N (Not Applicable) |

- N (Not Applicable) Activity is not applicable to this occupation.
- O (Occasionally) Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)
- F (Frequently) Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)
- C (Constantly) Occupation requires this activity more than 66% of the time (5.5+ hrs/day)

Other Physical Requirements

- Vision (Near, Distance)
- Sense of Sound (Ability to listen and communicate)
- Ability to wear Personal Protective Equipment (PPE) (As required by policy by situation)

WORK ENVIRONMENT

The noise level in the work environment is usually quiet or subdued. Is stressful environment meeting the emotional and spiritual needs of patients and families facing terminal illness and death.

Approval Signature: _____ Date: _____

The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate.