



220 Sherway Drive  
Etobicoke, ON M9C 0A7

Phone: 416.626.0116  
Fax: 416.626.7285

## **POSITION**

**Job Title:** Engagement and Wellness Coordinator

**Reports to:** Manager, Volunteer Services and Engagement

## **ORGANIZATION**

Dorothy Ley Hospice

## **LOCATION**

Onsite at Dorothy Ley Hospice - 5 days per week  
Full-time, Permanent

**Application Deadline:** April 30<sup>th</sup>, 2025

## **About the Organization**

Dorothy Ley Hospice ("DLH") offers both community and residential care to people living with a serious illness or loss. Our goal is to enable individuals to live their life to the fullest in comfort, with dignity, meaning and hope. Our services, offered at no cost to the individual or their family members, address their physical, emotional, spiritual, and practical needs. Last year, DLH staff and its more than 300 trained volunteers served over 2,500 individuals.

DLH has launched a new five-year strategic plan to build on the organization's successes to expand hospice services to meet the growing demand for hospice care.

## **The Opportunity**

Dorothy Ley Hospice is seeking a Engagement and Wellness Coordinator to oversee inclusive and equitable wellness services. This role supports individuals with serious illnesses, their families, caregivers, and the bereaved.

Working within an interdisciplinary team and aligned with our Shared Purpose, Vision, and Values, the coordinator is responsible for delivering the Social Connections Day Program (in-person and virtual), coordinating volunteers, and managing wellness activities for individuals at home, in residence, and in bereavement. Additionally, this role supports wellness initiatives for staff and volunteers.

## **Key Responsibilities**

### **Social Connections Day Program Group Facilitation**

- Facilitate the weekly Social Connections program following a therapeutic model of delivery and engagement for both in-person and virtual delivery.
- Support and mentor the Social Connections volunteers to ensure program support is inclusive and supportive in nature.
- Liaise with Community Team members as appropriate as needs of participants change and alert team members of concerns as they arise.
- Liaise cooperatively with other departments within the hospice (i.e. Hospitality, Kitchen, Residence) to ensure fluid program delivery
- Provide weekly administrative support and planning for program.
- Seek feedback from participants on a regular basis to ensure needs of program participants are effectively met.

## **Coordination and Support for Wellness Volunteers**

- Conduct on-boarding of wellness volunteers
- Understand and maintain sufficient levels of trained wellness volunteers and student practitioners to sustain capacity for continuous delivery of complementary therapies and activation needs.
- Coordinate and facilitate regular practice and mentoring opportunities for wellness volunteers.
- Coordinate delivery of complementary therapy training sessions throughout the year
- Brief and debrief with volunteers on a regular and as needed basis.
- Liaise with Volunteer Services Coordinator and other team members to recruit, orient, train, supervise, direct, and evaluate volunteers engaged in wellness services.

## **Coordinate Activation and Engagement Activities**

- Collaborate with Community and Residential Teams about the provision of activation services and support to individuals.
- Liaise with community partners, agencies and learning institutions to expand activation services.
- Coordinate and/or deliver activation activities for the hospice to support individuals in residence and in the community. This may include, but is not limited to, music, art, movement-based service offerings.
- Working with the Community Team to support the development and implementation of legacy projects and social engagement projects  
Participate in weekly hospice Rounds.
- Conduct regular evaluations of programming to ensure that needs of individuals are being met.

## **Coordinate Wellness and Complementary Services**

- Schedule a variety of wellness services and complementary therapies to support needs of persons served.
- Determine the appropriateness of all internal and external wellness referrals in a timely manner ensuring appropriate paperwork and service agreements are completed.
- Develop and document Wellness Care Plan based on individual identified needs, maintain confidential records with all contact and relevant details of care plan implementation.
- Maintain list of individuals seeking support in-home and assign volunteers as appropriate.
- Liaise with in-home clients to ensure care needs are met.
- Assist individuals with registration for group-based wellness services.
- Maintain periodic contact with all individuals receiving wellness services.
- Communicate with assigned volunteers and members of care team as appropriate.

## **Other Duties**

- Work with Volunteer Services Coordinator to support volunteer placement in Residential Hospice and act as back-up in absence of Volunteer Services Coordinator
- Oversee data collection of wellness sessions and manage data input of volunteer mentoring, 1-1 wellness sessions and wellness groups.
- Regularly evaluate and summarize effectiveness of program offerings.
- Participate in Health and Safety Committee and other ad hoc committees as required
- Ensure timely record keeping for service delivery .
- Maintain up to date and accurate statistics.
- Contribute to quality improvement initiatives, accreditation, and other compliance activities as needed.

- Ensure all program delivery is compliant with the direction of the Manager, Volunteer Services and Engagement, DLH policy and practice guidelines, the DLH accreditation body, and other applicable standards.
- Participate in Fund Development and Volunteer engagement activities.

### **Position Requirements**

- Degree or Diploma in Community Health, Social Work, Thanatology, Community Development, Activation, Recreation, or related health, human or social science discipline
- A minimum of 2 years' experience in a similar role
- Comfort working with individuals who have serious illness, and individuals who are at end of life
- Knowledge, or willingness to learn, complementary therapies such as Therapeutic Touch and Reiki
- Experience and understanding of group programming for socialization and activation.
- Demonstrated knowledge and commitment to the principles of person- and family-centered care.
- Demonstrated knowledge of effective group facilitation and adult education principles is an asset.
- Knowledge of Hospice Palliative Care required.
- Flexibility to work outside traditional business hours as needed.
- A Police Vulnerable Sector Check and evidence of immunizations is required as a condition of employment.

### **Core Competencies**

- Experience in Hospice Palliative Care and knowledge of community resources relevant to Hospice care and wellness services.
- Knowledgeable about and certified in the provision of complementary therapies (minimum of one modality).

- Skilled in program development, implementation, marketing, and promotion
- High level of organisation skills
- Demonstrated experience initiating and maintaining relationships.
- Experience in training and/or facilitating groups.
- Experience in the coordination and supervision of volunteers providing complementary therapies.
- Proven time management and organizational skills.
- Good listening skills and excellent oral and written communication skills
- Committed to protecting the privacy and confidentiality of persons served.
- Proven ability to work harmoniously with others both internally and externally.
- Computer knowledge and skills to be able to collect, track, document and analyze data.
- Flexible work hours; ability to work some evenings and occasional weekends.

**How to Apply:**

Interested candidates should submit in electronic format a covering letter and their resume, to Human Resources at Dorothy Ley Hospice [hr@dlhospice.org](mailto:hr@dlhospice.org). We appreciate all applications received; however, only those candidates selected for an interview will be contacted.

The Dorothy Ley Hospice is committed to building an inclusive environment and will provide accommodations in accordance with the AODA – Accessibility for Ontarians with Disabilities Act. Please indicate in your application any accommodations you will require throughout the recruitment process. Alternatively, please contact Edna Mbugua at 416-626-0116 extension 222.