

Hospice of Southern Maine

Position Description

Title: Bereavement Services Manager
& End-of-Life Educator

Reports to: Clinical Operations Director

Supervises: Bereavement Counselors & Interns

FLSA Class: Exempt
Effective Date: 04/07/2022

Position Summary:

This position is responsible for the management of the Bereavement Program. Responsible for a comprehensive range of services to inform, support, and guide patients and families through the process of bereavement before, at the time of, and after the death of a loved one; and to educate, train, and support individuals in their professional roles as a bereavement or hospice professional. Develops and delivers end-of-life education programs to patients, families, and the community.

Qualifications:

Education: Minimum of Bachelor's degree in social work, counseling, or psychology required.

Experience: Professional experience with grief and loss with a focus on working directly with the education, support and counseling of bereaved individuals is required. Prior management/supervisory experience required.

License/Certification: Valid driver's license with an automobile that is insured in accordance with state and/or agency requirements and is in good working order.

Essential Duties & Responsibilities:

1. Plan, develop, coordinate, and evaluate a comprehensive bereavement program, including but not limited to individual counseling, support groups, memorial services, and community outreach activities.
2. Responsible for overall daily management of the bereavement department and supervision, mentoring, and development of the bereavement employees and interns.
3. Coordinate the delivery of bereavement services to clients.
4. Provide anticipatory bereavement services to clients, as needed.
5. Provide individual grief support to HSM clients, Community Clients, and HSM employees, when requested.
6. Actively lead and participate as a facilitator or co-facilitator of group sessions.
7. Facilitate virtual/remote bereavement support sessions and groups.
8. Provide grief education and support services in the community to individuals, organizations, and groups affected by loss.
9. Facilitate and participate in Hospice Volunteer trainings as requested by the Volunteer Manager.
10. Respond to emergent situations in which bereavement counseling is needed.
11. Provide End-of-Life and/or Grief Education when requested, leveraging a variety of platforms to develop and deliver high quality programs.
12. Provide care consistent with National Hospice and Palliative Care Organization standards of practice for bereavement programs.
13. Consult and collaborate with the interdisciplinary team and others involved in the patient's care.
14. Maintain files and documents in accordance with regulatory and licensure requirements.
15. Document and update the electronic medical records (EMR), assuring accuracy, completeness and compliance with regulations, certification standards, legal and ethical standards.
16. Perform additional duties as assigned.

Bereavement Services Manager & EOL Educator

Other Job Functions:

The following is a list of responsibilities of this position but is not intended to cover other related duties that this position may be required to perform from time to time.

1. Demonstrated ability to work with volunteers and the community.
2. Protects the clients' right to privacy and the confidentiality of patient and business records and information.
3. Works with diverse social and economic situations without imposing own values; maintains appropriate professional boundaries.
4. Demonstrates understanding of team approach and communication.
5. Contributes to positive atmosphere; demonstrates positive interactions with all internal and external customers.
6. Demonstrates ability to be a productive team member.
7. Provides timely and appropriate response to internal and external customer needs.
8. Keeps supervisor informed of real or potential problems, reports incidents and customer concerns according to agency policy.
9. Demonstrates knowledge and support of agency's safety and OSHA policies. Demonstrates use of safety judgment on a case-by-case basis. Utilizes proper body mechanics and safe working techniques and reports unsafe environments/practices to supervisor in a timely manner.
10. Demonstrates understanding of HIPAA Privacy Standards and related Agency policies.
11. Acts in a manner consistent with the Code of Conduct outlined in the Agency's Corporate Compliance Program.
12. Demonstrates understanding and compliance with agency policies, including but not limited to, professional boundaries, documentation, continuing education, attendance/work schedules and required HR documentation, State and Federal policies and procedures, laws and regulations.
13. Performs other duties as assigned to support the agency.
14. Utilizes appropriate resources to maintain knowledge and skills.
15. Promotes the agency and bereavement program externally and internally.

Required Skills, Abilities and Knowledge:

1. Demonstrated ability to teach, present and facilitate.
2. Reliable and flexible.
3. Ability to stay calm and effective during times of stress, such as when interacting with confused or distressed customers, during emergency situations, during busy times, etc.
4. Ability to communicate effectively, in verbal and written format, with a variety of people.
5. Ability to assume responsibilities and work independently.
6. Ability to respond well to supervision and to work independently when appropriate.
7. Ability to focus on the objectives of the position.
8. Ability to work well in settings presenting diverse physical conditions and socio-cultural environments.
9. Excellent time management and organizational skills to manage multiple tasks and meet deadlines.
10. Self-motivated and self-directed.
11. Ability to focus on detail and demonstrate accuracy.
12. Presents as a business professional.
13. Ability to adapt to changing Agency priorities in a positive manner.
14. Proficient with Microsoft Office Products.
15. Ability to effectively facilitate meetings.

Physical Requirements:

The physical requirements described are representative of those that must be met to successfully perform the essential responsibilities of this position. Reasonable accommodations may be made.

	Occasional (25%)	Frequent (50%)	Continuous (75%)
Lift or transfer			
Up to 10 lbs.			X

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	Occasional (25%)	Frequent (50%)	Continuous (75%)
11-20 lbs.	X		
21-35 lbs.	X		
Carry			
Push or pull			
Climb	X		
Reach	X		
Stoop or bend	X		
Crouch	X		
Kneel			
Handle or feel			
Talk			X
Hear			X
See			X
Sit, walk, stand			X
Distinguish smell/temperature			
Exposure to blood borne pathogens and infectious disease			
Exposure to hazardous materials			
Repetitive Motion		X	

Visual Requirements:

1. The worker deals with office and/or medical equipment at or within arm's reach.
2. Must be able to see to drive and review/complete computer and paper documents.

Mental Requirements:

Requires the ability to plan and perform a wide variety of duties requiring extensive knowledge of policies and procedures. Requires considerable judgment to work independently toward general results, devising methods, modifying, or adapting standard procedures to meet different conditions, making decisions based on precedent and policy.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee or for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Employee's Signature _____ Date _____