



Director of Living with Advanced Illness Centre
Position Description

Position Title:	Director, Living with Advanced Illness Centre
Reports To:	Executive Director
Status:	0.8 FTE, Permanent
Certification:	Registered Clinical Social Worker or registration with other equivalent professional college
Work Location:	In-Person

Position Summary: The Director of Living with Advanced Illness Centre (LAIC) works as a collaborative leader of a multidisciplinary team to deliver client service excellence to people living with, and impacted by, advanced illness.

The Director oversees the Centre's day-to-day clinical and educational services with a focus on quality of care, people leadership, program planning, development and evaluation, operational effectiveness, stakeholder relations, and sustained community partnerships.

The LAIC Director is responsible for the clinical supervision of the counselling and support team, ensuring the provision of excellence in clinical practice, knowledge, and skills.

The position, in collaboration with the Hospice Calgary Leadership Team, develops and implements the strategic priorities of the organization to take a proactive role in nurturing a workplace culture that embodies values of compassion, dignity, integrity, and excellence. The Director of LAIC assists with strategic visioning, budgeting initiatives, and the marketing of Hospice Calgary services. The position contributes to an ethical, safe, and inclusive environment through knowledge and practice of the organization's policies and procedures.

This position is accountable and responsible for specific projects as assigned.

Primary Duties & Responsibilities

Clinical Practice:

- Provide clinical leadership that exemplifies the Hospice Calgary values and places the client and family first.
- Provide clinical leadership through direct supervision and ongoing development of the LAIC team related to complicated family dynamics during illness and bereavement.
- Provide ongoing individual and group support to the clinical team with attention to their wellbeing.
- Ensure LAIC team members follow best practice and adhere to established organizational, legal, and professional standards of practice.

- Knowledge of, and experience using, trauma informed practices and other evidence-based client-centred mental health treatment modalities.
- Ensure consistency and excellence in LAIC service delivery, quality, and outcomes.
- Coordinates the sharing across clinical teams (Rosedale Hospice, LAIC, and Children's Grief Centre) when applicable to support the Hospice Calgary community, ensure continuity of care, and educate patients/clients, staff, volunteers, and the wider community. Support Hospice Calgary's Client/Patient & Family Engagement Framework.
- Includes volunteers as essential members of the team and supports their learning and wellbeing.

Education & Programs:

- Develop and implement LAIC services, including expanding current programs, leading quality improvement projects, and initiating new innovative services based on identified client and community needs.
- Support agency-wide initiatives that positively impact client and family centred clinical services.
- Share responsibility with other clinical directors in the development and maintenance of clinical resources for staff and clients.
- Develop partnerships with post-secondary institutions that enhance LAIC services and support training and research related to community-based hospice/palliative care.
- Develop and maintain community partnerships to promote support for caregivers, while contributing locally and provincially with networking and enhancing services.
- Networks with external groups to build relationships, share expertise in palliative and hospice care, and to increase awareness of Hospice Calgary's services.
- Assists in the development, coordination, and implementation of continuing education programs offered to external groups.

Program Evaluation:

- Develop, evaluate, and validate clinical assessment tools, make recommendations for change, and implement improvements as necessary.
- Support Hospice Calgary Accreditation.
- Develop, modify, and validate program service evaluation tools necessary for the delivery of client-centred and needs-based services.
- Identify and coordinate clinical quality improvement initiatives.

Administration & Human Resources:

- Recruit and support the orientation, onboarding, and training of new employees.
- Supervise clinical contract consultants and LAIC practicum students (or coordinates the supervision of students).
- Build relationships with community stakeholders to advance the mission and fundraising goals of the organization.
- Review and revise clinical program budgets and the yearly statistical collection process.
- Assist with development of clinical risk management policies and procedures.
- Organize and attend departmental and inter-departmental meetings to maintain effective communication across departments.
- Participate in committee work and community initiatives as appropriate.
- Value working with volunteers and support volunteer integration with LAIC services.

Qualifications & Competencies:

- Master's Degree in Social Work, Psychology, or Counselling with registration from professional college/association is required.
- Minimum of 5 years' experience working in a health care setting in a clinical or management capacity is required. Preference for clinical experience and knowledge of advanced illnesses, end-of-life, grief, and trauma informed care.
- An Alberta College of Social Workers' approved Clinical Social Work Supervisor, or equivalent, is an asset.
- Strong emotional intelligence and proven ability to navigate difficult clinical and other work related situations from multiple perspectives.
- Outstanding oral and written communication skills.
- Excellent problem solving and critical thinking skills.
- Forward thinking with mentorship qualities.
- Motivated by client and family-centred care.
- Strong knowledge of hospice and palliative care services, community services, and our health care system in Calgary and surrounding areas.

Working Conditions:

A standard work week is required (134.4 hours/month). Willingness to work in a flexible environment that requires work in the community and at both Hospice Calgary sites. On-call and evening and weekend work may be necessary on occasion.