

Hope House is seeking a compassionate & qualified individual to join our client-focused care team as

CLIENT CARE COORDINATOR

Full-Time - starting December 2025

Are you passionate about making a difference in the lives of those facing serious illness and their family and caregivers? We're seeking a compassionate and dedicated professional to strengthen our client care team.

POSITION SUMMARY:

The Client Care Coordinator supports clients diagnosed with a life-threatening illness (LTI), palliative clients and family caregivers and collaborates with other team members to create and lead programming to address client needs.

RESPONSIBILITIES

- Complete psychosocial assessment
- Establish and monitor collaborative care plan
- Coordinate the In-Home Visiting Program in collaboration with the Coordinator of Volunteers
- Collaborate with Coordinator of Wellness Programs in the creation of client-focused programming
- Collaborate with Coordinator of Volunteers for client related matters related to meals program
- Create support programs for Clients (Palliative, LTI and Caregiver)
- Coordinate client-related aspects of Meal Program (when offered)
- Assist clients and families with system navigation and access to other community services
- Represent HHCH at the monthly Hospice Palliative Care Inter-Professional Rounds, daily Huddle Calls and at other community initiatives
- Upon client death, liaise with Bereavement Team to provide a continuum of care for families
- Regularly connect with community partners and build relationships to reach referral targets

QUALIFICATIONS:

- University degree or equivalent education and experience in a regulated profession including nursing, social work, psychology, psychotherapy, or equivalent with expertise in the area of hospice support
- Registration with Professional College
- Valid Drivers License and access to a vehicle for the purposes of business travel.

SKILLS & EXPERIENCE:

- At least 2 years of experience in hospice palliative care or related field
- Strong assessment and evaluation skills along with sound judgement and decision-making skills,
- Experience in community setting working with adults and volunteers
- Exceptional communication and interpersonal skills
- Ability to work unsupervised exercising a high degree of discretion and independent judgement
- Experience creating, facilitating and evaluating support groups

LOCATION -based in Hope House Aurora, with services provided at Hope House, client homes, long-term care & retirement homes in King, Aurora and Richmond Hill

PAY - \$30.00-35.00/hour with mileage reimbursement per policies

HOURS - 35 hrs/week Monday-Friday with flexibility to meet client needs

ADDITIONAL - extended health, 3 weeks paid vacation, flexible schedule, professional development funding

EQUITY AND ACCESSIBILITY STATEMENT

Hope House Community Hospice is committed to fostering an inclusive and accessible environment. We are dedicated to building a workforce that reflects the diversity of the community. Accommodation is available upon request throughout the recruitment process. We encourage applications from individuals of all backgrounds and abilities.

Please forward resume & cover letter to:

Posting will remain open until candidate hired.

Heidi Bonner, Executive Director
Hope House Community Hospice
Email: careers@hopehousehospice.com

OUR VISION: A COMMUNITY WHERE NO ONE JOURNEYS ALONG THROUGH ILLNESS OR GRIEF.