



JOB POSTING: Vice President, Hospice Palliative Care

Opportunity Overview

We are seeking a dynamic, collaborative, and inspiring leader to join our team as *Vice President, Hospice Palliative Care*

Reporting to the *Senior Vice President, Community Services*, the *Vice President, Hospice Palliative Care* will oversee all aspects of service delivery and operations for our hospice and palliative care programs including community hospice, residential hospice, and palliative care education. The successful candidate will balance a strong business and strategic vision with a commitment to delivering services with compassion, dignity and integrity.

The Organization

Established in North York in 1969, Better Living provides a continuum of care to seniors, individuals with disabilities, and those with life limiting illnesses. Operating out of six (6) locations and serving the Central LHIN, and parts of Toronto Central LHIN, our services have historically included long term care, community support services, and community hospice. Most recently our hospice and palliative care services have expanded as a result of integration with *Doane House Hospice* and *PalCare Network for York Region*, and the successful bid to operate *Margaret Bahen Hospice for York Region*, located in Newmarket, Ontario.

The Better Living family is comprised of three organizations: *Better Living at Thompson House*, *Better Living Charitable Foundation* and *Better Living Health and Community Services*. Each organization has a unique focus and program and service offerings, and together they work to achieve the Better Living vision – “Our community will experience a BETTER quality of life”.

The *Vice President, Hospice Palliative Care* is a key member of the *Better Living Health and Community Services* senior management team and is accountable for providing strategic and operational leadership to:

Better Living Hospice – has been providing community hospice services in Toronto since 1989. Formerly known as Alliance Hospice, the hospice joined forces with Better Living in 2011 to provide practical, emotional, and spiritual support through all stages of illness and bereavement. Individuals and their families can access a full range of psychosocial programming; receive bereavement or caregiver support; access complementary therapies; or be matched with a trained visiting volunteer.

Doane House Hospice (DHH) is a community hospice that serves the communities of north Aurora, Bradford, East Gwillimbury and Newmarket. Established in 1989 and based out of the historic Doane homestead, DHH provides non-medical support for those affected by, or caring for an individual living with a life limiting illness. Individuals and their families can participate in art therapy; receive bereavement or caregiver support; be matched with a trained visiting volunteer; or attend the Oasis program.

Margaret Bahen Hospice for York Region (MBH) is a ten (10) bed hospice residence located on the grounds of *Southlake Regional Health Centre* in Newmarket. The hospice opened in 2017 and provides end-of-life care in a home-like setting and features an integrated approach to care that ensures that the physical, psychosocial and spiritual needs of the individual and their families are met.

PalCare Network for York Region (PalCare) is a non-medical hospice palliative care education provider funded by the Central LHIN. Delivering over 100 education sessions annually and reaching more than 2000 participants, PalCare provides: foundational Core 1 training to PSWs, non-medical healthcare professionals, and volunteers working in hospice palliative care; hosts annual symposiums with topics ranging from cultural humility, to grief and bereavement, to self-care; and offers ongoing advanced training opportunities focused on current issues in hospice palliative care.

For more information please visit:

www.mybetterliving.ca

www.myhospice.ca

www.doanehospice.org

www.palcarenetwork.org

Key Accountabilities

The key accountabilities of the Vice President, Hospice Palliative Care include:

- In keeping with the organization's mission, vision, and beliefs, and the philosophy and values of hospice palliative care, nurture a culture of Client/Resident centred service that promotes an integrated approach to care, compassion, and dignity.
- Adopt a collaborative leadership approach promoting an organizational culture that places value on the contributions and insights of all members of the interdisciplinary team.
- Work with Better Living's executive team to ensure the hospice programs remains aligned with the organization's strategic direction; is operated in accordance with funder requirements; and supports the charitable work of the Foundation.
- Collaboratively develop, implement and monitor key performance metrics to effectively evaluate the operations and outcomes of Better Living's hospice palliative care programs. Utilize the results to continuously improve programs and services.
- Stay abreast of changes or trends in hospice palliative care at the local, regional and provincial levels in order to inform and successfully advise the senior management on strategic priorities and organizational responses.
- Assume responsibility for the safe and effective operation of MBH and DHH providing leadership and oversight to both service delivery requirements and facility management.
- Manage the hospice palliative care programs in accordance with all legal and statutory requirements and hospice bylaws, policies and procedures.
- Work with the human resources department and the hospice palliative care management team to ensure that the programs are adequately resourced; that the staffing structure supports expected strategic and operational outcomes; and that employment standards and/or organizational policies are upheld.
- Support the development, monitoring and management of budgets for MBH, DHH, BLH and PalCare. Complete funder reports and report in a timely manner on financial trends, budget variances, and identified risks to the SVP Community Services.
- In consultation with the SVP Community Services, identify and effectively respond to critical service delivery, system, performance and/or financial issues which have the potential to adversely impact the organization.
- Develop new strategic partnerships and maintain strong relationships with existing stakeholders that serve to facilitate the achievement of the organization's mission and priorities.
- Represent the organization's interests on regional committees and workgroups as identified by the executive leadership team.

Qualifications and Competencies

The ideal candidate will possess the following minimum qualifications:

- Undergraduate or post graduate education in a related health or business discipline.
- Ten (10) years of progressively senior management experience leading a management team in the delivery of health or human services.
- An understanding of the history, philosophy, and services of hospice palliative care and the model of care provided by *Better Living Health and Community Services*.
- Leadership experience, with accountability for budget, workforce management, business operations, and community relations at the organizational or division level.
- Ability to establish and maintain a collaborative work environment focused on empowering employees to achieve organizational objectives through the effective organization and delegation of work assignments; the clear communication of organizational expectations; and the achievement of shared goals.
- Understanding of the importance of community engagement and partnership building to the advancement and delivery of exceptional programs and services.
- Experience developing professional and effective working relationships with staff, volunteers, peers, stakeholders, community members and funders.
- A demonstrated commitment to continuous learning and improvement. The successful candidate will have a track record of seeking out new ideas, pursuing and achieving goals, and using lessons learned to improve the performance and effectiveness of the hospice palliative care programs.
- Effective listening skills including the ability to seek clarification as necessary, and an openness to understanding and integrating the ideas of others.
- Experience working with and meeting accreditation or quality standards.
- Successful completion of *Vulnerable Sector Screening* within one month of employment.
- Must possess a valid Ontario Driver's License and access to a vehicle for the purposes of business travel.

Location

This position will be based out of:

Doane House Hospice
17100 Yonge Street
Newmarket, ON L3Y 3Y9

With expectations to provide support at additional worksites including:

Margaret Bahen Hospice
653 Queen Street
Newmarket, ON L3Y 2J1

Better Living Health and Community Services
1 Overland Drive
North York, ON M3C 2C3

CONTACT INFORMATION

For more information about this exciting opportunity please contact:

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Executive Recruitment package is available on request for qualified candidates.