

Youth and Young Adult Bereavement Coordinator, Crossroads Hospice Society

Organization Summary

Founded over 30 years ago, Crossroads Hospice Society (CHS) has the honour of serving the communities of Anmore, Belcarra, Coquitlam, Port Coquitlam, and Port Moody. As a non-profit society, CHS supports its communities through its 10-bed stand-alone hospice residence, as well as Grief and Loss Services, and its Thrift Store. The Hospice allows individuals to live their final days in peace and comfort in a home-like setting. CHS is supported by an incredible team of employees and more than 200 volunteers.

Job Summary

Reporting to the Executive Director, the Youth and Young Adult Bereavement Coordinator provides compassionate support for individuals between the ages of 13 – 18 (youth) and 19 – 29 (young adults) along their grief journey through one-to-one and group support services. This role ensures that program delivery is responsive to clients and aligned with the Society's mission and mandate. The Coordinator integrates creative, developmentally appropriate approaches to grief support, such as art, recreation, and play-based modalities, into service delivery and supports the design and implementation of youth-focused programming. Working in partnership with the Adult Bereavement Coordinator, this role contributes to the coordination and delivery of the overall bereavement services program.

Work Schedule Tuesday to Friday - 30 hours a week

Wage: \$28.44 per hour

Key Responsibilities

Youth and Young Adult Bereavement Services & Program Management

- Provide one-to-one grief support to youth and young adults between the ages of 13-29, via in-person, phone, or video conferencing.
- Assess youth and young adults for individual or group support participation, ensuring parental consent for youth and appropriate follow-up.
- Liaise with families/guardians to provide ongoing support as needed.
- Maintain communication with school counsellors in SD43 for student referrals and on-site grief support sessions with students
- Organize and facilitate youth and young adult support groups.
- Develop and deliver age-appropriate creative, art, recreation, and play-based programming.
- In collaboration with the Adult Bereavement Program coordinator, plan and deliver seasonal remembrance ceremonies and day camps for both bereavement programs.

- Assess client referrals, maintain accurate records, and track program participation.
- Make referrals to additional bereavement resources and services.
- Measure program effectiveness, prepare reporting and evaluation metrics, and contribute to the annual program report.
- Ensure the availability of educational materials on grief and loss appropriate for youth and families.
- Work in partnership with the Adult Bereavement Coordinator to ensure seamless integration of youth services with overall bereavement programs.
- Attend internal meetings to coordinate bereavement care and share insights for program improvement.
- Ensure adherence to the Society's philosophy, program mandates, and policies.
- Maintain professional standards of communication, responding to clients and community inquiries courteously, respectfully, and in a timely manner.
- Participate in staff training, workshops, and meetings to maintain current knowledge of best practices in bereavement support.
- Perform other related tasks as assigned to support youth and young adult bereavement services.

Volunteer Management

- Support the development of a volunteer team that represents, respects and values diversity and inclusion
- Lead the fulfillment of the volunteer needs of the department, including recruitment, onboarding, and training
- Coordinate volunteer schedules to ensure delivery of bereavement services for the Youth & Young Adult Bereavement program, including volunteer facilitators for groups, day camps, and remembrance ceremonies.
- Support the collaborative development and implementation of volunteer evaluations, identify opportunities to enhance volunteer capacity and capabilities
- In partnership with the Adult Bereavement coordinator, organize regular team and volunteer meetings, volunteer events, and professional development opportunities
- Promote an engaged and active volunteer culture, grounded in communication, cultural safety, and clear processes and procedures
- Monitor and assess volunteer engagement through regular communication
- Maintain the accuracy and confidentiality of volunteer information
- Demonstrate and follow all safety guidelines and procedures to support and ensure a safe work environment and support the overall safety of staff and volunteers

Requirements

- Bachelor's Degree in related field (e.g.: social work, psychology, therapeutic recreation, etc.)
- Valid BC Driver's License and access to use of a reliable vehicle
- Ability to work evenings and weekends, as needed
- Minimum of one year of recent related experience in bereavement or client support services, providing emotional support or counselling
- Demonstrated comfort in discussing difficult topics, including but not limited to death, dying and grief
- Demonstrated commitment and passion for client service, community engagement and the non-profit sector
- Demonstrated commitment to diversity, inclusion, equity, and reconciliation
- Proficient in the use of remote meeting technology, word processing, databases, spreadsheets, e-mail, social media, presentations, in particular Microsoft Office

Competencies

- Experience working with children and youth
- Knowledge of child and adolescent development
- Understanding of play-based and expressive approaches to support emotional expression
Creative and engaging, with the ability to develop age-appropriate activities and programs
Recognition of the value of peer support group models in youth bereavement care
- Compassionate, warm, and approachable
- Energetic, flexible, and adaptable, with a positive and engaging presence
- Strong organizational and administrative skills, with the ability to manage multiple priorities
- Ability to work independently and collaboratively
- Flexibility required in hours worked to accommodate client needs i.e. after school, evening and weekend.
- Excellent written, oral and interpersonal skills.
- Strong organizational and computer skills including the ability to work on a variety of projects simultaneously.
- Strong interpersonal and communication skills, with a demonstrated ability to respect confidentiality and use discretion
- Sound decision-making, problem-solving, and conflict resolution skills
- Ability to develop and maintain effective working relationships with others, both within and outside of the organization
- Ability to represent the CHS in a professional and courteous manner
- Demonstrated self awareness, with the ability to navigate personal assumptions, values, principles, strengths, and limitations
- An understanding and acceptance of the CHS's philosophy
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Working Conditions

- Intense, often emotionally charged environment
- May require long periods of sitting and computer work