

Hospice of Southern Maine

Position Description

Title:	Bereavement Support Counselor	Reports to:	Social Services Manager
Main Location:	Main Office	FLSA Class:	Non-Exempt
Supervises:	None	Effective Date:	08/2021

Position Summary:

The Bereavement Support Counselor participates in IDT (interdisciplinary team) and other hospice staff and volunteers in developing 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; educate, train, and support individuals in their professional roles as a bereavement care professional.

Qualifications:

1. Education: Master of Social Work (MSW) degree from a school of social work accredited by the Council on Social Work Education
2. Experience: Bereavement experience required.
3. License/Certification: Licensed by the State of Maine at the LMSW or LCSW level; valid driver's license with an automobile that is insured in accordance with state and/or agency requirements and is in good working order. BLS certification or the ability to obtain certification within the first 90 days of employment required. Certification must be kept active during the course of employment.

Essential Duties & Responsibilities:

1. Provides care consistent with National Hospice and Palliative Care Organization standards of practice for bereavement programs.
2. Provides bereavement education and support for any hospice patient/family members or the community, who requests help.
3. Responds to emergent situations in which bereavement counseling is involved or needed.
4. Maintains files and documents in accordance with regulatory and licensure requirements.
5. Documents and updates the electronic medical records (EMR), assuring accuracy, completeness and compliance with regulations, certification standards, legal and ethical standards.
6. Participates in interdisciplinary team (IDT) meeting to establish, review and revise the plan of care, including exchange of information, review of problems, and sharing of professional support.
7. Collaborates with the Bereavement Services Coordinator and Social Services Manager with bereavement requests from the community regarding hospice training needs.
8. Participates in group memorial services for staff, the bereaved and/or the community.
9. May provide clinical supervision for interns.
10. Performs additional duties as assigned.

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. Works with diverse social and economic situations without imposing own values; maintains appropriate professional boundaries.
2. Contributes to positive atmosphere; demonstrates positive interactions with all internal and external customers.
3. Provides timely and appropriate response to internal and external customer needs.
4. Keeps supervisor informed of real and/or potential problems; reports incidents and customer concerns according to agency policy.
5. Utilizes appropriate resources to maintain knowledge and skills.
6. Promotes the agency and bereavement program externally and internally.

Required Skills, Abilities and Knowledge:

1. Demonstrates understanding of team approach and communication.
2. 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.
3. Demonstrates understanding of HIPAA Privacy Standards and related Agency policies.
4. Acts in a manner consistent with the Code of Conduct outlined in the Agency’s Corporate Compliance Program.
5. 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.
6. Protects the clients’ right to privacy and the confidentiality of patient and business records and information.
7. Reliable and flexible.
8. Ability to stay calm and effective during times of stress, such as when interacting with confused or distressed customers, during emergency situations.
9. Ability to communicate effectively in verbal and in writing.
10. Excellent time management and organizational skills; focus on detail and accuracy; Self-motivated and self-directed.
11. Ability to adapt to changing Agency priorities in a positive manner.
12. Proficient with Microsoft Office Products.
13. 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
11-20 lbs.			X
21-35 lbs.		X	
Carry			X
Push or pull		X	
Climb	X		
Reach		X	
Stoop or bend	X		
Crouch	X		
Kneel	X		
Handle or feel		X	
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 arms 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** _____