



JOB DESCRIPTION POSITION: Bereavement Coordinator

REPORTS TO: Executive Director

SUPERVISES: Assigned volunteers and interns

STATUS: Full Time Exempt

HOURS: 8:30am–4:30pm with evenings and weekends as required

SALARY: Commensurate with education and work experience

Position Summary

Under the direction of the Executive Director the Bereavement Coordinator is responsible for the management and coordination of all grief support programs and services provided by New Hope.

Job Responsibilities:

- Upholding the agency's mission, vision and values.
- Responsible for setting and achieving program goals that align with overall agency goals
- Developing community partnerships for program sustainability
- Ensuring that programs meet the bereavement needs of our community
- Coordination and management of all of the agencies grief support programs
- Recruiting, managing grief group program volunteers and facilitators
- Provide ongoing education, curriculum updates and meetings for group facilitators
- Maintain files and records related to assigned groups and clients
- Provide presentations to community as requested
- Manage and update curriculum as needed

Knowledge, Skills and Abilities:

- Manages and directs all grief support programs and bereavement activities
- Creates annual grief group calendar, including identifying group facilitators
- Ensures that all program policies and procedures are adhered to
- Ensures completion of competencies for program volunteers and interns
- Provides planning and oversight for all functions of the grief support programs
- Facilitates recruitment, training, supervision, retention and appropriate utilization of
- volunteers to serve grieving clients and promote volunteer satisfaction, efficiency and retention
- Leads the grief support programs in agency quality assessment and improvement initiatives
- Provide phone support: information, intakes, crisis response, and community referrals
- Procure program supplies, monitor inventories and track program expenses.
- Develops and tracks statistical information regarding utilization of services, and program outcomes
- Participates in budget process representing needs and goals of program and maintains oversight, accountability for program spending



- Demonstrates community engagement through events and educational presentations to increase awareness and access to grief support services for the entire community
- Planning, organization, volunteer recruitment and training for Family Camps
- Maintain and provide oversight for program educational material
- Demonstrates appropriate boundaries with staff, interns, volunteers and clients

Qualifications:

Education:

Bachelor's degree required, Master's Degree in Social Work preferred. Certification in Thanatology is desired, but not required. Previous experience working in the non-profit sector is a plus.

Work Related:

- Professional experience working in program coordination and client relations
- Experience managing a broad range of programs and ensuring desired outcomes
- Experience with client intake processes and data collection
- Experience recruiting, selecting, mentoring and managing volunteers that leads to productive outcomes for both the volunteers and the organization
- Excellent professional customer service skills and to interact with individuals at all organizational levels
- Organizational skills to successfully manage multiple priorities in a complex work environment
- Excellent problem solving skills and ability to mediate conflict
- Ability to enhance and expand programming and events
- Experience working with volunteer boards and committees to communicate program information
- Excellent Interpersonal, oral and written communication skills to effectively convey instructions to staff and volunteers and to delegate responsibilities and assign tasks
- Experience working with a culturally diverse audience
- Ability to work as part of a team in a service-oriented environment
- Effective time management and attention to detail required
- Ability to use Microsoft Office, databases and the Internet
- Other duties as assigned

Physical Demands:

- Lifting 35 pounds maximum with frequent lifting and/or carrying of objects weighing up to 25 pounds

Other:

- Ability and means to travel as needed, proof of a valid CA driver's license, liability and property damage insurance on personal vehicle used is required
- Must be able to pass background check
- Able to work with a flexible schedule, attends meetings, conferences and trainings as requested