



Job Title: Religious Community – Senior Services Coordinator

Department: Sister Services

Reports To: Province Leadership Liaison

Status: Exempt / Full-Time

SUMMARY: The person in this position works in close collaboration with an existing SNJM team to provide pastoral and social support services to the Sisters of the Holy Names living at Our Lady of Fatima Villa. He/She acts as a liaison for SNJM with Our Lady of Fatima Villa administration and assists in the supervision of the SNJM Eldercare, Support Services person.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Creates an environment in which Sisters can experience SNJM community life within a larger residential facility by coordinating services for the Sisters living at Our Lady of Fatima Villa; includes pastoral ministry and additional support services such as:
 - a. Coordinates work of the SNJM Fatima Pastoral Team and facilitates monthly meetings.
 - b. Explores options for spiritual, cultural, and social opportunities.
 - c. Along with Support Services for Elder Care, plans trips, outings and coordinates transportation to California events at other locations.
 - d. Facilitates opportunities for meeting Sisters' pastoral care needs.
 - e. Collaborates with OLFV staff and Clinical Care Coordinator to make sure that transportation and accompaniment for Sisters going to medical appointments is working well.
2. Visits SNJM Sisters regularly.
3. With the Merrill Community Life Coordinator and the SNJM Fatima Pastoral Team, coordinates visits by other Sisters.
4. In collaboration with the Community Life Coordinator for Merrill Gardens coordinates and participate in the emergency phone system.
5. Receives and follows up as necessary to evening and weekend emergency contact reports.
6. Meets regularly with the Clinical Care Coordinator and Merrill Gardens Community Life Coordinator regarding each Sister's health and care level.
7. Serves as liaison with:
 - a. Our Lady of Fatima Villa administration
 - b. SNJM province leadership and Health and Well Being Administrator
8. Oversees the facilitation of conflict resolution when necessary.
9. Together with SNJM Fatima Pastoral Team, coordinates communication with family and friends of Sisters re: change of condition, end of life journey, etc.

10. Along with Merrill Community Life Coordinator, prepares and monitors SNJM annual program budget and submits quarterly reports.
11. Welcomes and orientates SNJM Sisters new to Our Lady of Fatima Villa.
 - a. Works with Clinical Care Coordinator and Our Lady of Fatima Villa staff regarding Sisters who are hospitalized, both Sisters who are residents and Sisters external to OLFV who will be coming to Our Lady of Fatima temporarily or permanently.
 - b. Works with Sister Support for Elder Care to assure that rooms are cleaned after a Sister moves or dies and ready for another Sister if one is moving into the same unit.
12. Other duties as assigned

INTERRELATIONSHIPS: Supervise the position of Support Services for Elder Care; works in close collaboration with the Sisters, and with the Merrill Gardens SNJM Community Life Director, Clinical Care Coordinator, Assistant Clinical Care Coordinator and others as designated.

QUALIFICATIONS: *To perform this job successfully, individuals must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Education: Graduate degree or equivalent work experience.

Experience: Three to five years' work related experience providing services to elderly population preferred. Must have demonstrated management skills.

Skills, Knowledge and Abilities:

1. Must be supportive of the mission of the Sisters of the Holy Names of Jesus and Mary.
2. Must model SNJM Guiding Values in carrying out work activities and responsibilities.
3. Must respect and maintain confidentiality of sensitive information and to respect professional boundaries.
4. Demonstrates flexibility and adaptability in the midst of change or re-direction.
5. Knowledge and sensitivity to the needs of the aging, end of life care, and women's health issues.
6. Excellent organizational skills and ability to prioritize and execute tasks in a timely manner.
7. Working knowledge of Microsoft Office 2010 and other computer software programs including, but not limited to, Word, Excel, Outlook, and Internet browsers. Ability to effectively use smartphone.
8. Ability to maintain collaborative relationships with SNJM Sisters, staff, and external contacts.
9. Ability to work effectively both independently and within a team environment.
10. Demonstrated written and verbal skills to assure effective communication.
11. Demonstrated ability to provide excellent customer service and to communicate effectively with a broad range of individuals and groups.
12. Ability to respond to emergencies appropriately and calmly.
13. Ability to work patiently with Sisters who may have difficulty with hearing, mobility, eyesight, memory, etc.
14. Ability to provide Sisters with transfer assistance to and from activities using personal vehicle or SNJM Community vehicle.
15. Must have a current, unrestricted driver's license with verifiable excellent driving record.
16. Must adhere to all SNJM safety and driving policies.

PHYSICAL DEMANDS AND/OR WORK ENVIRONMENT:

- Position requires working in an office environment and in a senior retirement facility setting.
- Use of safe body mechanics in all areas of responsibility.
- Must be able to assist Sisters with transportation and with getting into and out of vehicles.

- Requires ability to appropriately lift, maneuver wheelchairs, walkers, and other medical equipment.

EQUIPMENT USED:

Computer (PC) keyboard, mouse; office telephone/voice mail system; fax/copier, scanner, and work cell phone and SNJM vehicles.

HOURS: 40 hours/week; Sunday - Thursday. Willingness to adjust hours as need arises. Occasionally available to work evening and/or weekend hours for special occasions.

SNJM is committed to continually building a workplace that exemplifies its values and vision of being hospitable to everyone. The Sisters of the Holy Names of Jesus and Mary (SNJM) is an Equal Opportunity Employer.

To learn more about the mission and vision of the Sisters of the Holy Names visit:

www.snjmusontario.org

To apply, submit your resume along with a cover letter to jobs@snjmuson.org