



## **BEREAVEMENT PROGRAM COORDINATOR - JOB DESCRIPTION**

Reporting to the Program Director, the Bereavement Program Coordinator will be responsible for implementing and providing oversight to Tomorrow's Rainbow Bereavement Programming by ensuring seamless program delivery, implementation, quality control, evaluation and monitoring of Bereavement Program effectiveness and outcome attainment. The Bereavement Program Coordinator will perform both clinical and administrative functions with the responsibility to provide direct service delivery utilizing trauma informed modalities with an emphasis on Equine Assisted Psychotherapy (EAP) and Equine Assisted Interventions (EAI). This is a full-time, salaried, exempt position.

### **Essential Duties and Responsibilities**

#### **Consultation and Referrals**

- Responds to advice and/or information inquiries for bereavement support via phone and email.
- Provides bereavement phone consultation/support, as needed.
- Determines bereavement client needs, and makes appropriate referrals including crisis calls.

#### **Intake Process**

- Handles initial bereavement assessments for intakes of individuals who have experienced the death of a significant person.
- Serves as an advocate for family member, child, or teen with school(s) or other agencies.
- Assesses needs for additional services and makes referrals, when necessary
- Assesses needs for alternative services, if needed
- Provides clinical services for children, teens and families experiencing grief, loss and/or trauma including all required documentation.
- Provides screening for trauma and behavior assessments.
- Provides clinical assessments to ensure families receive appropriate services.

#### **Group Coordinator**

- Acts as Group Coordinator for on-site and off-site groups including client orientation, group preparation and coordination.
- Oversees family correspondence, group reminders, RSVPs, group planning and prepares all group related documents.
- Facilitates adult support groups as needed.
- Co-facilitates youth support groups as needed.
- Co-leads or leads de-briefing process, both before and after group meetings



- Handles post-group follow-up with families and/or Program Facilitators as needed.
- Maintains Filemaker database and ensures that data collection and record completion is up to date
- Evaluates the skills, experience, and development needs of Program Facilitators

### **Program Management & Delivery**

- Ensures timely and appropriate bereavement service delivery documentation, including post meeting evaluation records and Family Concern Agreements
  - Maintains demographic data for children interested in, participating in or having exited the Bereavement Program
  - Conducts quality assurance on bereavement client records.
  - Ensures that Bereavement Program is meeting grant and organizational outcomes.
  - Participates in Special Projects, as assigned.
  - Participates in all appropriate program management meetings, including but not limited to appropriate board committee meetings.
  - Maintains a caseload of clients providing individual therapy and equine assisted psychotherapy.
  - Ensures that documentation is in compliance with the quality assurance/quality improvement plan.
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- Analyzes and writes quarterly and annual reports summarizing outcomes for bereavement services when requested.
  - Available to staff progressive or escalated concerns that occur in the bereavement program.
  - Assists with program development for grant proposals.
  - Participates as a team member in collaborating on client services/needs.
  - Maintains a caseload of clients including services that involve equine assisted modalities.
  - Provides feedback on the efficiency, effectiveness, service access and satisfaction of services provided by the organization.

### **Administrative**

#### **Volunteer Program Facilitator Management**

- Trains volunteer Program Facilitators in sufficient numbers to ensure Bereavement Program delivery and to address Bereavement Program growth based upon needs.
- Works with Volunteer and Equine Services Coordinator to communicate Program Facilitator needs as well as all volunteer program needs.
- Implements an evaluation process to address the volunteer Program Facilitators' experience/skills and methods of addressing areas that need quality improvement



## **Education and Experience**

### **Requirements/Qualifications**

The Bereavement Program Coordinator will be thoroughly committed to the mission of Tomorrow's Rainbow and have proven programmatic, clinical, and administrative experience. Concrete demonstrable experience and other qualifications include:

- Position requires a master's degree in Mental Health Counseling or Social Work
- Two years clinical experience with grieving children and families and the ability to assess and clinically intervene for high-risk situations as required.
- Experience working with adult and youth volunteers.
- Unwavering commitment to quality programs and a data driven performance outcome system.
- Strong written and verbal communication skills; a persuasive and passionate communicator and instructor with excellent interpersonal and multi-disciplinary project skills
- Action oriented, organized, entrepreneurial, adaptable, and innovative.

### **Physical Demands**

Tasks involve the intermittent performance of moderately physically demanding work, typically involving some combination of reaching, bending, stooping, climbing, kneeling, or crouching, and that may involve lifting, carrying, pushing, and/or pulling of objects. Tomorrow's Rainbow will provide reasonable accommodations to qualified individuals with disabilities.

### **Performance Assessment**

Employee performance is assessed on an ongoing basis. Assessment is based on core competencies as they relate to the responsibilities of the position. Competencies related to responsibilities include;

- Quality of Work
- Job Knowledge/Technical Knowledge
- Support of Diversity
- Productivity
- Communication
- Initiative and Creativity
- Judgment
- Cooperation/Teamwork
- Customer Service
- Problem Solving
- Organization
- Innovation

Employee Signature \_\_\_\_\_

Date \_\_\_\_\_

