



## CLINICAL COACH (PALLIATIVE CARE) JOB POSTING

<b>Position title:</b>	Clinical Coach (Palliative Care)
<b>Reports to:</b>	Manager of Community Programs
<b>Department:</b>	Community Programs
<b>Location:</b>	Hospice Peterborough 325 London Street Peterborough, ON
<b>Start Date:</b>	As soon as possible
<b>Type of Employment:</b>	Part time <b>fixed term</b> ending March 31, 2027
<b>Work hours:</b>	Monday to Friday, 21 hours per week
<b>Salary Rate:</b>	\$40.61 per hour
<b>Salary Range:</b>	\$40.61 - \$47.08 per hour
<b>Pension:</b>	Healthcare of Ontario Pension Plan (HOOPP)
<b>Posting Date:</b>	March 25, 2026
<b>Closing Date:</b>	April 8, 2026 by 4:00pm

### Job Purpose/Summary:

The Clinical Coach is responsible for working with participating community organizations in alignment with provincial direction established by Ontario Health. The Clinical Coach will drive practice change, with a focus on improving access to and quality of clinical care, aligned to:

- two models of care within the [Palliative Care Health Services Delivery Framework](#) ("The Delivery Framework") including:
  - [Adults Receiving Palliative Care in Community Settings](#)
  - [Adults Receiving Palliative Care in Hospital Settings](#)
  - [Ontario Palliative Care Competency Framework](#).

The Clinical Coach will:

- Provide palliative care coaching and mentoring to staff and clinicians participating in community organizations, to build primary-level palliative care competencies.
- Collaborate with leaders of community organizations on local service integration, and change management initiatives, using quality improvement methodologies to achieve results.
- Consult on clinical care when the complexity of the patients' needs is beyond the existing competencies of providers (in the community organizations).

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- Provide support to Indigenous communities and Indigenous organizations for their implementation efforts, where Indigenous communities wish to be involved, in collaboration with regional partners.

#### Primary Duties and Responsibilities:

- A. Co-create the regional Delivery Framework implementation plan with Ontario Health, including required measurement and reporting.
  - Attend all regional planning meetings and contribute to the regional palliative care implementation plan, especially plans for education and practice change.
  - Keep comprehensive records and support data collection for measurement and reporting.
  - Provide feedback on key learnings related to coach role, along with providing input and reviewing regional progress reports as required.
- B. Foster regional collaboration and contribute to broader system integration.
  - Develop relationships with key partners to establish trust, credibility, and respect.
  - Clearly articulate key messages that resonate across different partner groups and audiences.
  - Update the regional implementation team on challenges and opportunities in the community.
  - Support Ontario Health Team planning and/or implementation of palliative models of care (where there is readiness).
- C. Ensure alignment of community implementation with the guidance of Ontario Health
  - Participate in relevant provincial level committees, working groups and task forces.
  - Support the regional advisory groups and subject matter experts who provide clinical leadership.
- D. Lead engagement and community-building activities with participating organizations.
  - Develop and present materials that express palliative care concepts and implementation plans effectively.
- E. Provide support to Indigenous communities and organizations for their implementation efforts, as requested by those organizations and, where appropriate, in collaboration with regional partners
- F. Critically evaluate the quality of palliative care in participating community organizations.
  - Collaborate with leadership teams from participating community organizations to identify strengths and gaps in the palliative care they currently provide and in the relevant provider policies and practice documents.
  - Guide the creation of a quality improvement plan to address gaps.
- G. Build competency amongst front-line community providers in the delivery of primary-level palliative care.
  - Provide informal, case-based educational opportunities (coaching) for health service providers in community organizations, incorporating principles of adult learning.
  - Provide palliative care mentoring for health service providers in the community.
  - Complement the work of educational organizations, such as Ontario CLRI and Pallium Canada.
  - Promote/provide palliative care focused clinical coaching in participating community organizations, aligned to the [Ontario Palliative Care Competency Framework](#).
- H. Guide palliative care quality improvement (QI) and practice change initiatives in participating community organizations.
  - Assist with quality improvement initiatives to implement the [Delivery Framework](#) (with an initial emphasis on the prioritized recommendations) by:

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- Encouraging the application of QI to improve patient care.
  - Building internal and external relationships, to enhance communication among all staff.
  - Tracking and evaluating progress.
  - Sustaining best practice by updating policies and procedures.
  - Works closely with regional partners, including equity deserving populations, to ensure implementation of the model addresses barriers to access to care for priority populations
- I. Consult on clinical care
- Offer consultation as a palliative care expert to service providers in person, onsite, by telephone, by videoconference or through email.
  - Provide limited and occasional direct patient care

#### Organizational Responsibilities:

- Participate in Hospice activities and committees as assigned
- Complete administrative reports on a timely basis.
- Participate in annual performance appraisals.
- Fulfill all responsibilities in accordance with the by-laws, policies and procedures and standards of Hospice Peterborough.
- Willingness to accept other duties as required.

#### Key Competencies:

- An approach to care consistent with Hospice Peterborough's Philosophy of Care and Guiding Principles.
- A commitment to developing equity-based, evidence-informed approaches for delivering palliative care services for all people in Ontario, regardless of their age or illness.
- A good understanding of regional priorities and local health care needs, within Ontario's health care landscape.
- Ability to work well under pressure and use good judgment in assessing difficult situations.
- Ability to work independently and as part of a team.
- Aptitude for proactive problem solving, using strong critical thinking, and negotiating skills.
- A demonstrated ability to develop, deliver and evaluate training and coaching efforts.
- An ability to develop relationships based on trust, compassion, and empathy.
- Strong active listening and interpersonal communication skills for one-on-one coaching.
- Experience designing education to effectively address palliative care training needs of interprofessional learners.
- Excellent communication skills and experience with culturally responsive teaching
- A demonstrated focus on person-centered care.
- Supports the advancement of equity, inclusion, and diversity across Ontario's health care system.
- Commitment to engage with First Nations, Indigenous, Métis and urban Indigenous people as they self-determine their own approach to palliative care.



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- Proficiency in educational technologies (e.g., webinars, apps) as well as knowledge of Microsoft Outlook, Word, Teams, PowerPoint, and Excel.
- Access to reliable and efficient mode(s) of transportation to enable travel between community organizations.
- Travel within the Ontario Health Region or the assigned geographic catchment area is required.

#### Qualifications:

- A degree in a registered health care discipline (e.g., RN, RSW, NP) with substantive experience and training in palliative care (e.g., CAPCE). A graduate degree is an asset (e.g., MScN, MSW).
- Minimum of 3 – 5 years experience practicing in palliative care
- Valid driver's license, a reliable vehicle for work related purposes, and current vehicle insurance.
- Current and original copy of a satisfactory Criminal Records Check, Vulnerable Sector Search and Child Abuse Registry Check is required upon the start of employment.
- Knowledge of relevant legislation and reporting requirements, including the Fixing Long-Term Care Homes Act, the Excellent Care for All Act and the Compassionate Care Act and other pertinent legislation and regulations related to professional practice is required.
- Experience supervising clinical staff is preferred.
- Experience working with large-scale quality improvement initiatives.
- Additional training in gerontology and project management experience are assets.
- Strong clinical coaching and debriefing skills, with both individuals and teams.
- Strong consultation skills, with expert knowledge of models of consultation and their application with individual, team and community service providers.
- Research and/or program evaluation experience with knowledge of evidence-based processes, including appraisal of research, application of findings and collaboration on research.
- Experience working with a range of roles, disciplines, and levels of staff in different health care settings.
- Experience working across health care settings.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as assigned to meet the ongoing needs of the organization.



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**Applications (cover letter and resume) must be e-mailed, mailed or hand-delivered, and received by April 8, 2026, by 4pm. (Applications will ONLY be accepted if they are complete and received as directed.)**

Please address your application to:

Rochelle Bowers

Hospice Peterborough,

325 London Street

Peterborough, ON K9H 2Z5

[employment@hospicepeterborough.org](mailto:employment@hospicepeterborough.org)

Questions can be directed to Sheila MacPherson at [smacpherson@hospicepeterborough.org](mailto:smacpherson@hospicepeterborough.org) or 705-742-4042 x 255. Thank you for your interest. Please note that only those selected for an interview will be contacted.

*All employees at Hospice Peterborough are eligible to join the HOOPP pension plan.*

*Hospice Peterborough is an organization that strives to embrace the spirit of inclusion, diversity, equity and accessibility. We are an equal opportunity employer committed to building an inclusive and barrier-free environment in which all individuals have access in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA).*

*Accommodation will be provided in all parts of the hiring process as required under relevant policies of Hospice Peterborough. Applicants will need to make their needs known in advance.*