



NEAR NORTH PALLIATIVE CARE NETWORK
2025 Main Street West, North Bay, Ontario, P1B 2X6
Phone: (705) 497-9239 1-800-287-9441
Fax: (705) 497-1039
E-mail: office@nnpcn.com
Website: www.nnpcn.com



JOB OPPORTUNITY

This opportunity is proudly supported by Northern Ontario Heritage Fund Corporation and is funded through the Workforce Development Program. Eligibility requirements of the program can be found here: <https://nohfc.ca/en/pages/programs/people-talent-program/workforce-development-stream>

PALLIATIVE CARE SERVICES INTERN

Working within an interdisciplinary team, the Palliative Care Services Intern supports the seamless delivery of care within NNPCN, with a particular focus on providing a welcoming and supportive environment for clients, caregivers, volunteers, and visitors. This important function will support the clients and volunteers of NNPCN through scheduling and providing access to services and activities offered by NNPCN.

Duties and Responsibilities:

The specific duties the successful candidate will undertake include:

- **Case Management:** Provide support to the Executive Director and leadership team in the management of palliative client support services.
- **Customer Service:** Excellent interpersonal and communication skills to interact verbally and in writing with clients, caregivers, volunteers, partner agencies and other staff; embody a warm, caring, calm and genuine approach when interacting with others; manage schedules.
- **Data Support:** Preparation of agendas, minutes, power point presentations and reports as needed; experience using Microsoft Office and social media accounts; maintain database of deliverables and liaise with leads to ensure all reporting deadlines are met; set-up and facilitate teleconferences.
- **Record Keeping:** Prepare and process client intake and related record management; manage calendar and social media activities for related educational and training sessions.
- **Report Preparation:** Compile reports as directed using a variety of data sources and monitor data quality.
- **Time Management:** Work in a busy environment with multiple priorities
- Other duties as assigned.

The successful candidate will have close supervision from the Executive Director, as they learn how to carry out all the duties associated with the position. The Executive Director and other NNPCN staff will teach the successful candidate how to use all systems and programs (e.g., filing systems; online software programs; database systems). The candidate will be supported throughout the learning process.

Abilities and Skills:

- Hardworking, punctual, assiduous, responsible, respectful, very organized, attention to detail.
- Understands hierarchy and works well under direct superior in the chain of command.

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- Computer skills: Google Cloud, Microsoft Office, health database, website, MailChimp.
- Good social media skills: Google, Facebook, Instagram, X, LinkedIn.
- Familiar with filling forms and filing documents.
- Good communication skills (verbal and written) on phone calls, emails and in person.
- French language is an asset.
- Experience in a non-profit environment will be highly valued.

Candidate Criteria

- Candidate must be a new entrant into the workforce, are transitioning to a new career, or the unemployed or underemployed who are entering a new field.
- Candidate must have not previously participated in an NOHFC funded internship in the 2020 Mandate.
- Candidate must be 18 years of age or older.
- Candidate must be legally eligible to work in Canada.
- Once hired, the candidate must reside in the Northern Ontario community in which they are employed.

Requirements for the Role:

A graduate with a degree or diploma in Office Administration, Medical Office Administration, PSW, Nursing, Business Administration, Education, Psychology, Social Sciences, Social Work or similar will be considered. Local residence in North Bay and area and valid driver's license.

Mandatory: Police Check for the Vulnerable Sector, proof of COVID vaccination and three (3) References.

About Us

NNPCN works with terminal illness, death, and the vulnerable sector in crisis: palliative care terminal clients, their caregivers, and bereaved members of our community. We send highly trained volunteers to provide Volunteer Visiting Hospice Palliative Care, Caregiver's Respite, and Grief Support, to clients in our catchment area: Nipissing and East Parry Sound Districts. Due to our clients' levels of stress, burnout, and emotional crisis, we are always looking for candidates with a structured, positive and balanced personality, that will help us create a healthy work environment.

Ideal profile of successful candidate: positive, balanced, structured personality; team player; loyal, honest, ethical, responsible; kind, respectful, considerate; committed, assiduous, works well under chain of command, hard working; ready to assist and support the Executive Director, Volunteer Coordinator, colleagues, volunteers, clients, and our ageing community.

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Terms of Employment: This is a one-year position, 56 weeks, 35 hours/week, \$18.50 (hourly wage) = \$36,260/year. In person job at NNPCN office in North Bay, Ontario at NNPCN, 2025 Main St. W., North Bay, Ontario. Monday to Friday, 8:30 am to 4:30 pm. Casual professional dress code.

Start Date: immediately.

To Apply: Email your Cover Letter and Resume with your contact information plus 3 References to office@nnpcn.com – make sure to write “**Palliative Care Services Intern #7401959**” in the subject of your email. Selected candidates will be contacted for a face-to-face interview.

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