

Job Description

Title: EOLC Consultant	Date: 01-28-2019
Select One: <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Revised Job Description (indicate previous position title):	
Position Classification (for internal purposes): Business Support III	
Status: <input checked="" type="checkbox"/> Full-Time; <input type="checkbox"/> Part-time; <input type="checkbox"/> Temporary (length of assignment):	# of hours/week: 40
FLSA Classification: <input type="checkbox"/> Non-exempt; <input checked="" type="checkbox"/> Exempt	
Office Location: <input checked="" type="checkbox"/> Portland; <input type="checkbox"/> D.C.; <input type="checkbox"/> Denver; <input type="checkbox"/> Remote; <input type="checkbox"/> Other (Indicate):	
Position Reports To (title): Trish Bernstein	Department: EOLC

Organization: Compassion & Choices works nationally to improve care and expand choice at the end of life. Compassion & Choices envisions a society where everyone receives state-of-the-art care at the end of life, and a full range of choices for dying in comfort, dignity and control. We engage our mission through three main pillars of service: end-of-life consultation, educational programs, and legislative/legal advocacy.

Position Summary: This position is primarily responsible for telephone intake and assessment of calls from general population seeking information and options about end-of-life issues. Consultants will manage client caseload in both AID authorized and non-authorized states.

Essential Duties and Responsibilities: Core duties and responsibilities include the following (other duties may be assigned):

- Become familiar and proficient in processing requests for aid in dying (AID).
- Work with callers across the nation – educating, advocating, and supporting patient choices for medical care.
- Be comfortable having conversations with emotional callers about end-of-life (EOL) topics: illness, death, dying, and grief.
- Offer EOL information and telephone support to patients, loved-ones, medical providers. Provide follow-up communication by phone, e-mail or USPS, as appropriate.
- Develop knowledge and comfort in the spectrum of end-of-life options and educating callers about this information.
- Perform initial intake with client and/or their loved ones who are seeking EOL information and options. Manage own caseload.
- Occasionally work with other departments in creating / editing documents describing EOLC's work.
- Periodically field calls from persons who may be suicidal, have mental health issues, or are generally inappropriate for our support.
- Transfer EOLC queue call info to EOLC database, triage, and assign to next available consultant.
- Assess client for appropriateness and eligibility for our services and support. This includes client's health status, social situation, mental health, and decision-making ability. Gather added information as needed to provide appropriate information and referral.
- Develop knowledge and comfort in finding and relaying resources to optimize client's end-of-life care, including hospice and pain and symptom management.
- Actively participate in regular supervision meetings and case reviews, as well as regular departmental and all-staff meetings.
- Engage, and work with, language interpreter to help with callers whose first language is not English.
- Maintain thorough and organized documentation system.
- Maintain and routinely update EOLC database and other confidential records.
- Other duties as assigned.

Supervisory Responsibilities: None

Competencies: To perform the job successfully, an individual should demonstrate the following competencies:

- **Attendance/Punctuality** - Is consistently at work and on time. Ensures work responsibilities are covered when absent. Arrives at meetings and appointments on time.
- **Critical Thinking** - Ability to actively and skillfully analyze information and convert that analysis into effective and efficient solutions; Develops ideas to achieve organizational goals; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision making process.
- **Customer Service (Internal/External)** - Manages difficult or emotional customer situations. Responds promptly to customer needs. Solicits customer feedback to improve service. Responds to requests for service and assistance. Meets

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commitments.

- **Empathic listening and feedback skills** – ability to listen to caller’s story, gently guide toward client goals, present to callers the extent, and the limitations, of EOLC services.
- **Dependability** - Punctual. Follows instructions, responds to management direction. Takes responsibility for own actions. Keeps commitments. Completes tasks on time or notifies appropriate person with an alternate plan.
- **Ethics** - Treats people with respect. Keeps commitments. Inspires the trust of others. Works with integrity and ethically. Upholds organizational values.
- A **comfort** in maintaining control of call and maintaining professional presentation with callers who may be suicidal, have mental health issues, or are generally inappropriate for our support.
- **Interpersonal Skills** - Maintains confidentiality. Ability to communicate effectively with diverse audience; Focuses on solving issue, not blaming; Active listening skills; Keeps emotions under control; Maintains personal boundaries when working with difficult callers. Remains open to others' ideas and willingly tries new approaches. Accepts feedback from others; Gives appropriate recognition to others.
- **Judgment** - Displays willingness to make decisions. Exhibits sound and accurate judgment. Supports and explains reasoning for decisions. Includes appropriate people in decision-making process. Makes timely decisions.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations. Listens and gets clarification. Responds well to questions. Demonstrates group presentation skills. Participates in meetings.
- **Organizational Support** - Follows policies and procedures. Completes administrative tasks correctly and on time, supports organization's goals and values. Supports affirmative action and respects diversity.
- **Problem Solving** - Identifies and resolves problems in a timely manner. Gathers and analyzes information skillfully. Develops alternative solutions. Works well in group problem solving situations. Uses reason even when dealing with emotional topics.
- **Professionalism** - Approaches others in a tactful manner. Reacts well under pressure. Treats others with respect and consideration regardless of their status or position. Accepts responsibility for own actions. Follows through on commitments.
- **Quality** - Demonstrates accuracy and thoroughness. Looks for ways to improve and promote quality. Applies feedback to improve performance. Monitors own work to ensure quality.
- **Quantity** - Meets productivity standards. Completes work in timely manner.
- **Safety and Security** - Observes safety and security procedures. Determines appropriate action beyond guidelines. Reports potentially unsafe conditions. Uses equipment and materials properly.
- **Teamwork** - Balances team and individual responsibilities. Exhibits objectivity and openness to others' views. Gives and welcomes feedback. Contributes to building a positive team spirit. Puts success of team above own interests. Able to build morale and group commitments to goals and objectives. Supports everyone's efforts to succeed.
- **Written Communication** – Grammar, spelling, punctuation at college level. Writes clearly and informatively. Edits work for spelling and grammar. Varies writing style to meet needs. Presents numerical data effectively. Able to read and interpret written information.

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

- **Education and Experience:**
 - Master’s degree in counseling, social work, or nursing. Ideally, with an emphasis on end of life services.
 - Bachelor’s degree with experience in end-of-life or health-care services.
- **Computer Skills:**
To perform this job successfully, an individual should have a high level of comfort and facility with electronic communication tools and software (i.e. Google Cloud, Internet software; Spreadsheet; Word Processing; databases, etc.).

Other Qualifications

- **Certificates, Licenses, Registrations:** None
- **Travel:** N/A

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- **Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to talk and hear. The employee is frequently required to sit for long periods of time. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 25 pounds.
- **Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate and typical of that found in an office environment.

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