



POSITION DESCRIPTION

POSITION TITLE: Director – French Language Services **DEPARTMENT:** French Language Services
CLASSIFICATION: Director **APPROVED BY:** Chief Executive Officer
UNION: Non-Union - Management **DATE APPROVED:** October 10, 2024

REPORTING RELATIONSHIPS

POSITION REPORTS TO: Chief Executive Offer

POSITIONS SUPERVISED: French Language Services – Specialist | Education & Cultural Awareness Consultant – FLS

POSITION PURPOSE

The Director – French Language Services is responsible for providing effective leadership for French Language Services. The incumbent works collaboratively with other leaders to achieve desired organization goals, client experiences and outcomes. This role is responsible for providing direction for planning, implementation and evaluation processes – ensuring efficient and effective implementation of health services in both official languages in compliance with existing acts, regulations and policies. The Director – French Language Services is responsible for the allocation of budgeted resources, integration of quality, risk and utilization management systems, promotion of education and research.

The incumbent exercises an appropriate high level of initiative and independent judgment in determining work priorities, work methods to be employed and action to be taken on unusual matters. The position functions in a manner that is consistent with the mission, vision and values and the policies of Southern Health-Santé Sud.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

Duties and functions include but are not limited to the following:

Program Planning, Implementation and Evaluation

- Leads French Language Services planning, implementation, evaluation and reporting, in concert with the Southern Health-Santé Sud, Shared Health-Soins communs – Francophone Health and Santé en français strategic plans, provincial directives and provincial and national standards.
- Develops a French Language Services Strategic Plan and annual plans, following consultation processes and within approval processes.
- Ensures program planning is integrated across the continuum of care and is inclusive of input from staff, clients, families and the public.

- Leads the development of French Language Services policies, procedures and guidelines that incorporate evidence-informed practice, quality care, management of risk and cost-effectiveness and is responsive to staff, client, public input and needs.
- Ensures French Language Services policies, procedures and guidelines and processes are reviewed regularly and monitored for effectiveness meeting organizational and public needs.
- Implements, maintains and evaluates desired outcomes through the development of a Quality Improvement Plan (QIP), regular communication, decision-making and feedback mechanisms.
- Participates on regional and provincial committees to ensure coordination and consistency in the application and achievement of regional, provincial and national standards and desired outcomes.
- Seeks opportunities to increase efficiency and effectiveness within French Language Services.
- Provides leadership in developing, supporting and enhancing the delivery of bilingual health services.
- Maintains awareness and alignment with the development related to the government's French language policy, *Santé en français* and Shared Health – Francophone Health.
- Explores strategies to enhance and improve French language training opportunities and oversees coordination of training.
- Oversees coordination and monitors quality of translation services and guidelines/resources to ensure consistency.
- Oversees coordination and monitors quality and effectiveness of French Language Services assessment and testing.
- In collaboration with regional leaders, coordinates the designation of bilingual sites, programs and positions.
- Works collaboratively with payroll to maintain payroll records and designated position reports.
- Works collaboratively with the Human Resources department in targeting appropriate initiatives relative to recruitment and selection of bilingual personnel and the development of tools, standardized processes.

Continuous Quality Improvement and Risk Management Program

- Develops, monitors and evaluates quality improvement and risk management and mitigation initiatives within French Language Services, inclusive of performance measures, utilization data, consumer complaints, occurrence reports, client satisfaction surveys, client and public input.
- Ensures that standards and measures to meet patient safety are met or exceeded in collaboration with other programs.
- Leads French Language Services and works collaboratively within the organization to meet Accreditation Canada Standards.

Human Resource Management

- Recruits, mentors, evaluates and disciplines personnel and manages performance accordingly.
- Participates in labor relations matters as required, ensuring consistency in application across the program.
- Provides leadership in reviewing, revising and implementing staff models across the program.
- Works collaboratively with the team on contingency planning, in times of low or unusual staffing patterns.
- Implements a performance evaluation process for French Language Services personnel.
- Ensures effective conflict resolution as required.
- Applies relevant Human Resources policies and collective agreements as applicable.

Fiscal Management

- Participates in the development of the French Language Services budget.

- Administers the French Language Services budgets and provides direction in achieving budget expectations.
- Participates in identifying changes that optimize the utilization of resources.

Staff Education, Professional & Personal Development and Research

- Supports activities related to education and student placements.
- Ensures education needs and skills analysis are conducted for French Language Services personnel.
- Promotes continuing education opportunities to meet identified learning needs; supporting succession planning and capacity building.
- Engage in own continuous learning and competence and is accountable for own professional and leadership practice.
- Provides leadership, support and participation in research programs.
- Leads and develops processes to support education for, French language services, as well as compliance with graphics standards and branding.

Partnerships

- Maintains and facilitates ongoing communications, collaboration and working relationships within, the region, the francophone community as well as other provincial and external partners.
- Provides feedback, comments and suggestions to improve the province's French-language services.
- Provides a report highlighting issues, successes and initiatives at provincial team meetings to ensure transparency and address potential discrepancies.

General

- Leads and supports regional and provincial projects and initiatives as assigned.
- Contributes to making the organization safe for patients, residents, clients and staff, and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.
- Pursuant to the RHA Act, Southern Health-Santé Sud is a bilingual-designated RHA. All employees accept responsibility relative to “active offer” to ensure health services are evident, readily available and easily accessible in both official languages.
- Performs other duties as assigned.

RESPONSIBILITIES AND ACCOUNTABILITIES ARE ASSIGNED IN BROAD ORGANIZATIONAL OBJECTIVES. THE POSITION IS SUBJECT TO REVIEW OF GENERAL EFFECTIVENESS AND ATTAINMENT OF OBJECTIVES THROUGH PERFORMANCE MEASUREMENTS.

PERFORMANCE MEASUREMENTS

1. Achievement of essential functions and basic duties outlined above.
 2. Performance reflects and is evaluated on the LEADS Framework and the ability to Lead self, engage others, achieve results and develop coalitions and support system transformation.
 3. Professional practice and leadership as it reflects Southern Health-Santé Sud core values, policies, mission, vision and policies.
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QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Undergraduate degree/Post-secondary education in Public Relations or in the area of Human Resources
- A suitable combination of post-secondary education and leadership and management experience relative to the position may be considered

REQUIRED KNOWLEDGE:

- Broad knowledge of computer office programs and proficiency with Microsoft Office
- Knowledge and understanding of the Francophone community
- Knowledge of quality improvement, risk management, patient safety initiatives and lean methodology

EXPERIENCE REQUIRED:

- Minimum of two (2) years' management experience
- Experience in leadership within integrated systems

SKILLS/COMPETENCIES/CONDITIONS OF EMPLOYMENT:

- Demonstrated proficiency in both official languages is essential (French and English) - excellent, highly-refined French and English language skills – speaking, comprehension, reading and writing
- Demonstrated strong leadership skills and knowledge of evidence informed practices in communication, public relations and French Language Services
- Demonstrated excellent interpersonal & communication skills, to develop good working relationships at all levels in the organization external, local and provincial partners and the public
- Demonstrated ability to manage multiple priorities and tasks simultaneously
- Demonstrated ability to lead, promote innovation and initiate actions toward the achievement of goals
- Demonstrated effective collaboration, negotiation and conflict resolution skills
- Demonstrated ability to understand and is sensitive to the needs of a diverse population and adjusts interactions appropriately
- Demonstrated ability, flexibility and willingness to change behavior and opinion in accordance with evidence informed practices and across different environments and cultures
- Demonstrated ability to problem-solve in complex situations and effectively manage rapidly changing situations
- Demonstrated ability to understand and adhere to the organization's values and standards of ethical behavior
- Given the cultural diversity of our region, the ability to respect and promote a culturally diverse population is required
- Demonstrated ability to respect confidentiality including paper, electronic formats and other mediums
- Demonstrated ability to meet the physical and mental demands of the job
- Good work and attendance record
- Completes and maintains a satisfactory Criminal Record Check, Vulnerable Sector Search, Adult Abuse Registry Check and Child Abuse Registry Check, as appropriate
- Requires a valid Class 5 driver's license, an all-purpose insured vehicle and liability insurance of at least \$1,000,000.00

WORK CONDITIONS:

- No hazardous or significantly unpleasant conditions
 - May work occasionally evenings and weekends as necessary
 - Required to travel to other regional facilities and outside for provincial meetings
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Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.