



## POSITION DESCRIPTION

**POSITION TITLE:** DIRECTOR - SUPPORT SERVICES  
**CLASSIFICATION:** MANAGEMENT  
**UNION:** NON-UNION

**DEPARTMENT:** SUPPORT SERVICES  
**APPROVED BY:** LEAD—CORPORATE SERVICES & CHIEF FINANCIAL OFFICER  
**DATE APPROVED:** October 31, 2024

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### REPORTING RELATIONSHIPS

**POSITION REPORTS TO:** LEAD - CORPORATE SERVICES & CHIEF FINANCIAL OFFICER

**POSITIONS SUPERVISED:** MANAGER-PHYSICAL PLANT SERVICES, MANAGER-ENVIRONMENTAL SERVICES, MANAGER-NUTRITION & FOOD SERVICES, MANAGER-HEALTH INFORMATION SERVICES, PRIVACY & ACCESS OFFICER, AND EMERGENCY PREPAREDNESS SPECIALIST

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### POSITION PURPOSE

Reporting to the Lead - Corporate Services & Chief Financial Officer, the Director - Support Services is responsible for providing leadership and direction for the regional support services programs, including Emergency Preparedness, Logistics and Supply Chain Management, Health Information Services, Privacy and Access, Physical Plant Services, Housekeeping and Laundry Services and Food Services. Through a collaborative process, the incumbent provides direction on the development, integration, maintenance and management of strategic plans, policies, processes standards and legislative compliance to accomplish practice and corporate strategies. In addition, the incumbent is responsible for the overall operations of these support services in the region.

The incumbent will exercise the 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.

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### ESSENTIAL FUNCTIONS AND BASIC DUTIES

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

- Ensures clean and effective lines of communication are in place.
- Participates in the development of goals / objectives and policies / procedures for support services.

- Ensures all policies / procedures are implemented for support services within Southern Health-Santé Sud.
- Interviews, hires, evaluates, disciplines and dismisses staff in consultation with the Lead - Corporate Services & Chief Financial Officer and in accordance with existing policies / procedures / contracts.
- Conduct staff meetings and/or regular communication and encourages participation from all team members.
- Accountable for support services departmental expenditures and revenues to ensure budgets conform to funding within Southern Health-Santé Sud.
- Identifies and recommends changes that optimize the utilization of material and human resources for support services.
- Provide Leadership, direction and monitoring of quality improvement initiatives for support services.
- Pursues ongoing investigation and research into cost savings and potential revenue generating opportunities.
- Participates in the development and implementation of a staff development program.
- Maintains professional growth and development through seminars, conferences and professional affiliations.
- Plans and monitors the development and delivery of support services collaboratively with Regional Support Services managers that reflect and support the programs' needs and opportunities.
- Participates in and / or takes a Leadership role in projects as requested by the Lead- Corporate Services & Chief Financial Officer.
- Works collaboratively with Directors and Managers at identifying program challenges and opportunities.
- Provide Leadership and direction of strategic plans, policies, processes, standards and legislative compliance to accomplish practice and corporate goals and objectives.
- Represent the Region and Support Services on intra and/or interregional committees, task forces, teams and working groups assigned to increase efficiency and effectiveness of the portfolio and corporate operations.
- Leads strategic planning for the areas of responsibility, in concert with the respective Area strategic plan, Southern Health-Santé Sud and provincial directives.
- Provides support to Lead - Corporate Services & Chief Financial Officer in developing local program visions, missions, philosophies, goals and objectives for support services.
- Plans, directs and monitors the development and delivery of support services that reflect and respond to the facility needs and opportunities.
- Recommends to the Lead - Corporate Services & Chief Financial Officer the justification for new, revised or expanded services to meet identified needs based on evidence collected from a variety of sources including best practice.
- Identifies, applies and monitors appropriate indicators in all aspects of support services including planning, delivery and evaluation.
- Ensures policies and procedures are reviewed regularly and monitored for effectiveness.
- Identifies the need for, and participates in revisions to Regional program and service delivery.
- Participates in the development of program standards to meet international and national best practice for support services delivery within an integrated healthcare model.
- Participates on Regional Teams to ensure co-ordination and consistency in the application of standards to meet client service needs.

- Applies, monitors, and evaluates quality improvement and risk management initiatives including performance measures, workload statistics, complaints, occurrence reports and client satisfaction surveys, as appropriate.
- In collaboration with the Support Services Teams, ensures that accreditation standards are met or exceeded in service delivery areas.
- Participates in labour relations matters as required, ensuring consistency in application across the program.
- Provides Leadership in reviewing, revising and implementing staffing models which support the identified needs of the community and the Area as a whole.
- Based on established guidelines and in collaboration with the Lead - Corporate Services & Chief Financial Officer and other appropriate team members, allocates/reallocates resources locally to meet the needs of the organization. This encompasses the development, review, prioritization and approval of the regional facilities financial plan, including operating, offset income and capital budgets and in the establishment of appropriate control mechanisms.
- 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 Regional Health Authority Act, Southern Health-Santé Sud is designated bilingual (English/French). Accordingly, all employees accept responsibility to support clients in their official language of choice.
- Performs other duties as assigned.

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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. Balance budgets.
2. Defined Goal Achievements (determined yearly at time of performance review).
3. Relevant job descriptions for the Managers and the staff within the support service portfolio.
4. Updated policies and procedures for the Support Service programs.
5. Strategic Plans are in place for support service programs.

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## **QUALIFICATIONS**

### **EDUCATION/CERTIFICATION:**

- Post-secondary degree or diploma in a related discipline such as business administration or clinical field from an accredited educational institution is required

### **REQUIRED KNOWLEDGE:**

- Knowledge of Labor Law and Workplace Health and Safety Regulations
- Knowledge of Infection Prevention & Control Practices, Occupational Hazards, and Safety Precautions related to health care facilities.
- Knowledge of computer applications integral to health information management

- Knowledge of the internal structure, programs, services, and external partnerships and understands how their position fits within the Southern Health-Santé Sud organizational structure
- Presentation skills and demonstrated ability to develop and conduct orientation, training, and presentations in the area of privacy to staff at all levels
- Knowledge and proficiency in Microsoft Office (Outlook, Excel, Word, MS Teams, and PowerPoint) and experience in health information technologies, systems, and trends
- Relevant experience in health care project management
- Comprehensive knowledge of privacy legislation in Manitoba
- Comprehensive knowledge of privacy, security, and access principles and processes
- Knowledge and experience in health information management

**EXPERIENCE REQUIRED:**

- 7 years of progressive management experience, preferably in health care
- 5 years of experience managing site support service coordination, strategic and operational planning
- 5 years of experience building and leading high-performing teams preferably managing within a unionized environment

**SKILLS/COMPETENCIES/CONDITIONS OF EMPLOYMENT:**

- Demonstrated ability to take charge and initiate actions toward the achievement of goals.
- Demonstrated ability to understand and communicate the multiple components of an integrated system within a health delivery model.
- Demonstrated ability to create a wider understanding and advance regional health priorities and partnerships through a consultation and communication process.
- Demonstrated ability to recognize, validate and meet the needs of our external and internal clients on a continuous improvement basis.
- Demonstrated ability to understand and is sensitive to the needs of a diverse population and adjusts interactions appropriately to foster fair treatment and opportunity for all.
- Demonstrated ability, flexibility and willingness to change behaviour and opinion in accordance with best practices, and across different environments and cultures.
- Demonstrated ability to effectively interact with internal and external clients in a mutually respectful manner.
- Demonstrated ability to develop skills and knowledge in self, colleagues, and clients, based on learning and communicating best practices.
- Demonstrated ability to assess what the problems are, form a plan toward the solution of the problem(s) and initiate the action necessary to resolve the problems in an adaptable, flexible and ethical manner.
- Demonstrated ability to incorporate a keen sense of reality and fundamental decision making skills in order to decide in advance what needs to be done and how it is to be done.
- Demonstrated ability and knowledge of the internal structure, programs, services and external partnerships and understands how their position fits with the Southern Health-Santé Sud organizational structure.
- Demonstrated ability to understand and adhere to the organizations values and standards of ethical behaviour.

- Proficiency of both official languages is essential for target and designated bilingual positions
  - 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
  - All Health Care Workers are required to be immunized as a condition of employment in accordance with Southern Health-Santé Sud policy
  - Requires a valid Class 5 driver's license, an all purpose insured vehicle and liability insurance of at least \$1,000,000.00
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**WORK CONDITIONS:**

- Adhere to the organizations policies and procedures.
  - No hazardous or significantly unpleasant conditions.
  - May work occasionally evenings and weekends as necessary.
  - Will be required to travel to other regional facilities as the position duties may require.
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**SALARY SCALE:**                      **CONFIDENTIAL**

As per Non-Union Management salary scale.

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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.*