



POSITION DESCRIPTION

Position Title: Director, Health Services – Home Care, Palliative Care & Seniors
Department: Community & Continuing Care
Classification:
Union: Non-Union
Approved by: Regional Lead – Community & Continuing Care
Date approved: December 6, 2022

REPORTING RELATIONSHIPS

Position reports to: Regional Lead – Community & Continuing Care
Positions supervised: Managers, Health Services – Home Care and Palliative Care, Services to Seniors Specialist, Program Clerical/Administrative Support

POSITION PURPOSE

The Director, Health Services – Home Care, Palliative Care & Seniors is responsible for providing leadership and oversight for Home Care services, palliative care services, and seniors programs. The Director, Health Services – Home Care, Palliative Care & Seniors is responsible for program planning and development, implementation of best practice, adherence to standards of care and supporting priorities in the Home Care services, Palliative Care services and Seniors Programs. The Director, Health Services – Home Care, Palliative Care & Seniors is expected to develop and sustain strong collaborative working relationships with community stakeholders, leadership in Acute Care, Long Term Care programs, and provincial colleagues. As a member of the Regional Leadership Team, the Director, Health Services – Home Care, Palliative Care & Seniors makes decisions regarding policy formation, long range planning, program development, resource allocation, quality improvement activities and coordination of services and programs.

The incumbent exercises the appropriate 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:

- Ensures effective operations of Home Care, Palliative Care and Seniors Services to achieve quality care and ensuring that established standards are met or exceeded.
- Provides oversight to achieve delivery of quality care in compliance with program standards and service purchase agreements.
- Ensures regional compliance with related legislation, regulations, provincial policies, initiatives, guidelines and standards and facilitates regional policy development and review to support compliance.
- Maintains effective communication with the Regional Lead – Community & Continuing Care to ensure all matters of relevance are reported.
- Fosters an environment that supports the development of leadership qualities within the program and reflects high professional standards.
- Participates in Accreditation Canada processes as required, ensuring that accreditation standards are met or exceeded.
- Ensures program adherence to clinical standards including Norms of Practice in Palliative Care, Gold Standards in Palliative Care, etc.
- Supports a culture of learning, innovation and responsiveness to clients and family needs.
- Supports a client-focused environment among team members.
- Works collaboratively with managers, directors, medical staff and other disciplines for the delivery of efficient, effective and safe client care.
- Supports managers in the consistent application of current collective agreements and compliance with Workplace, Safety & Health policies and protocols.
- Collaborates with Human Resources staff in recruitment and retention strategies; works in conjunction with Human Resources to establish standards for employee performance and monitors performance, including conducting performance reviews.
- Supports an environment that fosters teamwork and positive employee relations by adhering to fair and equitable labor relations policies and practices.
- Responsible for achieving fiscal targets in approved budgets for the program and participates in budget planning and monitoring processes. Takes corrective action and exercises sound judgement in management of budgets.
- Collaborates with and supports community development as it relates to Seniors Housing initiatives, Services for Seniors Programs, Congregate Meal Programs & Adults Day Programs; works with community partners to achieve same.
- Responsible for the prioritization and allocation of resources to support the program including human, equipment and other resources.
- Sets goals and objectives for the program and evaluates the effectiveness of the program and in collaboration with the Regional Lead - Community & Continuing Care plans for future needs and program development.

- Supports and collaborates in the implementation of capital projects.
- Collaborates with the regional medical staff and Regional Lead - Medical Services & Chief Medical Officer for consistent medical care and leadership to meet client needs.
- Collaborates with Infection Prevention & Control and Quality, Planning & Performance programs to mitigate risk and ensure compliance with regional policies. Implements quality monitoring indicators and improvement plans and ensures critical incident and complaints processes are in place and functioning.
- Collaborates with Disaster Management in the evaluation and appropriateness of contingency planning and emergency response plans.
- Provides visible and proactive leadership by seeking new options and approaches to problems. Problem solves and ensures follow-up of resident related concerns in collaboration with all relevant parties.
- Promotes effective communication to staff, residents, families, stakeholders, colleagues and the general public about the program and services.
- Maintains a regional after hour's on-call support system in Southern Health-Santé Sud for Home Care and Palliative Care services.
- Maintains current knowledge of trends and issues within the health care field and management domain and recommends changes based on this knowledge.
- Supports research which has potential to enhance client care and outcomes by encouraging the use of research, promoting and inquiring and identifying potential research areas.
- 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.

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. In accordance with the regional performance conversation guidelines.
2. The position functions in a manner that is consistent with the mission, vision and core values and the policies of Southern Health-Santé Sud.

QUALIFICATIONS

Education/Certification:

- Baccalaureate Degree in Nursing/Psychiatric Nursing or Baccalaureate Degree in other health related disciplines may be considered.
- Additional education/preparation in management and administration preferred.
- Eligible for licensure and a member in good standing of the college or association that accredits their professional designation, governed by the Regulated Health Professions Act (RHPA).

Knowledge required:

- Demonstrated knowledge of the Manitoba Health Care system including broad understanding of issues in rural health service delivery and standards of care.
- Knowledge of program development and evaluation.
- Knowledge of relevant legislation and regulations.
- Familiarity with health labour relations and collective agreements.
- Demonstrated participatory management style and the ability to work within a multidisciplinary framework building positive and collaborative relationships.
- Ability to motivate and inspire positive performance.

Experience required:

- Minimum of 5 years leadership experience in a health care client care area with preference given to experience in home or community based program areas.
- Experience in program planning, development and evaluation.
- Proven ability to effect positive change process.

Skills/Competencies/Conditions of employment:

- Proficient in Microsoft Office computer programs. Preference will be given to individuals with advanced understanding/preparation in Procura and other scheduling software programs.
- Advanced level of written and oral communication skills.
- Independence in decision making; ability to problem-solve and remove barriers in complex situations; ability to find innovative solutions.
- Demonstrated ability to provide a high level of attention to detail and accuracy.
- Demonstrated effective leadership in implementing change management methodology.
- Mental and physical ability to meet the demands of the position.
- Given the cultural diversity of our region, the ability to respect and promote a culturally diverse population is required.
- 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.

WORK CONDITIONS

- The incumbent functions autonomously on a day-to-day basis and manages assigned duties accordingly.
- 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.

SALARY SCALE

Confidential

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.