



## POSITION DESCRIPTION

**POSITION TITLE:** Director, Health Services – Personal Care Homes    **DEPARTMENT:** Community & Continuing Care

**CLASSIFICATION:** Non-Union

**APPROVED BY:** Regional Lead–Community & Continuing Care

**UNION:** Out of Scope

**DATE APPROVED:** November 17, 2022

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### REPORTING RELATIONSHIPS

**POSITION REPORTS TO:** Regional Lead – Community & Continuing Care

**POSITIONS SUPERVISED:** Personal Care Home Managers, Executive Assistant

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### POSITION PURPOSE

The Director–Personal Care Homes is responsible for providing operational leadership and oversight for Personal Care Homes (PCHs) in the region including fourteen Southern Health–Santé Sud operated PCHs, and one stand-alone Transition Care Centre. The Director – Personal Care Homes is also responsible for providing programmatic oversight to eight affiliate PCH sites. The Director–Personal Care Homes is responsible for program planning and development, implementation of best practice, adherence to standards of care and supporting priorities in the Personal Care Home (PCH) Program. The Director–Personal Care Homes is expected to develop and sustain strong collaborative working relationships with affiliate PCHs. As a member of the Regional Leadership Team, the Director–Personal Care Homes contributes to strategic planning, evaluation, and resource allocation. The Director–Personal Care Homes is responsible to maintain effective communication with the Regional Lead–Community and Continuing Care to ensure all relevant activity and concerns are shared. The position also requires a strong partnership with the leadership of the Personal Care Home Program, and collaboration with other regional program teams, and the provincial Personal Care Home Standards Consultants, Licensing and Compliance Branch.

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.

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## ESSENTIAL FUNCTIONS AND BASIC DUTIES

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

- Ensures effective operations of the fourteen Southern Health-Santé Sud PCHs and one stand-alone Transitional Care site to achieve quality care and ensuring that established standards are met or exceeded.
- Provides oversight to affiliate PCHs to achieve delivery of quality care in compliance with provincial PCH standards and service purchase agreements.
- Ensures PCH compliance with related legislation, regulations, guidelines and standards and facilitates policy development and review to support compliance.
- 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 accreditation standards are met or exceeded.
- Participates in provincial PCH standards reviews ensuring provincial direction and expectations are met.
- Supports a culture of learning, innovation and responsiveness to resident and family needs.
- Supports a resident focused environment in all PCH sites.
- Works collaboratively with regional managers, directors, medical staff and other disciplines for the delivery of efficient, effective and safe resident care.
- Works collaboratively with provincial leaders from Service Delivery Organizations (SDOs), Shared Health and Manitoba Health and participates in provincial committees/working groups as required.
- Supports PCH 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 for the PCH program.
- Support an environment that fosters teamwork and positive employee relations by adhering to fair and equitable labour relations policies and practices.
- Responsible for achieving fiscal targets in approved budgets from the PCH program and participates in budget planning and monitoring processes.
- Responsible for the prioritization and allocation of resources to support the PCH program including human, equipment and furnishing resources.
- Sets goals and objectives for the PCH 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 PCH capital projects.
- Collaborates with facility support managers to monitor and address infrastructure needs.
- Collaborates with the regional pharmacy program to meet pharmacy needs for residents' at all regional sites.
- Collaborates with community and regional medical staff and Regional Lead - Medical Services & Chief Medical Officer for consistent medical care and leadership to meet resident's needs.
- Collaborates with regional 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 that critical incident and complaints processes are in place and functioning.

- 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.
- Collaborates with Disaster Management in the evaluation and appropriateness of PCH 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 PCH program and services.
- Maintains a regional after hour's on-call support system in Southern Health-Santé Sud operated PCHs.
- 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. In accordance with the regional performance review 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.

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#### **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.

##### **EXPERIENCE REQUIRED:**

- Minimum of 5 years in progressive health care management position(s) in a health care setting preferably long term care.
- Experience in program planning, development and evaluation.
- Proven ability to effect positive change process.

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

- Demonstrated decision making and problem-solving skills and abilities.
  - Demonstrated ability to provide a high level of attention to detail and accuracy.
  - Demonstrated computer literacy in software programs.
  - Demonstrated ability to display independent judgement.
  - Demonstrated ability to prioritize in a changing environment.
  - 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 \$1,000,000.00.
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**WORK CONDITIONS:**

- 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:**

As per Non-Union 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.*