



POSITION DESCRIPTION

POSITION TITLE: Director, Health Services – Staff Development, Infection Prevention & Control	DEPARTMENT: Staff Development, Infection Prevention & Control
CLASSIFICATION: Director	APPROVED BY: Regional Lead – Acute Care & Chief Nursing Officer
UNION: Non-Union	DATE APPROVED: October 2024

REPORTING RELATIONSHIPS

POSITION REPORTS TO: Regional Lead – Acute Care & Chief Nursing Officer

POSITIONS SUPERVISED: Education Facilitators, Clinical Education Facilitators, Regional Education Facilitators - (obstetrics, critical care, community), Infection Prevention & Control Coordinators, Infection Prevention & Control Practitioners (site), Manager – Student Placement & Mentorship, Administrative Assistant – Staff Development, Infection Prevention & Control, Staff Development Clerk, Data Entry Clerk, Staff Development Secretary

POSITION PURPOSE

Director, Health Services through a collaborative process with the Regional Lead – Acute Care & Chief Nursing Officer, is responsible for the development, coordination, implementation, evaluation and operation of Staff Development, Infection Prevention & Control within Southern Health-Santé Sud.

The Staff Development, Infection Prevention & Control portfolio encompasses integrated linkages between all the clinical and non-clinical services throughout Southern Health-Santé Sud.

The responsibilities of the Director, Health Services encompasses the domains of management and leadership, planning, organizing, program development, communication, resource management (fiscal and human), policy development, advancement of knowledge and continuous quality improvement; all in keeping with relevant programmatic evidence informed practices, professional standards, and professional codes of ethics.

The Director, Health Services in collaboration with the Regional Lead – Acute Care & Chief Nursing Officer, ensures optimal Staff Development, Infection Prevention & Control services are provided in accordance with the mission, vision, values, strategic priorities and the policies of Southern Health-Santé Sud.

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 the level of quality of client/patient care delivered in accordance with Accreditation Canada, Manitoba Health Legislated Standards, and associated Professional Standards of Practice, and professional legislation.
- Demonstrates leadership and fosters a collaborative approach to staff empowerment through quality improvement methodologies such as LEAN, risk management, infection prevention & control, best practice and utilization of statistical information.
- Recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.
- Manages patient and staff safety and risk by following up appropriately on occurrences and complaints.
- Actively participates in the Health Planning process.
- Participates with other program teams in the development of education program planning.
- Identifies and coordinates educational and professional development of staff on a collective and individual basis when applicable and other educational opportunities in alignment with regional strategies.
- Responsible for the development and revision of policies, guidelines and protocols for Regional Staff Development, Infection Prevention & Control portfolio and the region as a whole.
- Monitors and ensures that staff are aware of and compliant with established policies, guidelines and protocol procedures.
- Plans and monitors the financial, human, and environmental resource management of the designated program.
- Participates in the budget planning process for the respective portfolio considering the education planning for other programs where resources are required.
- Prepares and submits required reporting to Manitoba Health such as indicator reports and Nurse's Recruitment & Retention education quarterly reports.
- Participates in interviewing, selecting and hiring competent and proficient Staff Development, Infection Prevention & Control staff necessary to provide and support the highest quality of service within existing resources.
- Responsible for the recruitment, orientation, development and ongoing assessment of staff within assigned program area, including clinical performance and professional conduct and will work in conjunction with Human Resources Dept. on any disciplinary action if necessary.
- Monitors and ensures that personnel maintain active status with the respective professional registration organizations.
- Manages human resources, interprets, and applies regional policies and collective agreements.
- Addresses all grievances at the appropriate stage. As appropriate, consults with Human Resources on matters related to personnel and contractual issues.
- Meets regularly with staff through individual and/or team meetings to ensure provision of appropriate administrative and clinical supervision.

- Completes staff performance reviews.
- Prepares and submits required payroll documents.
- Authorizes requests for leaves as per regional process and contractual obligations.
- Authorizes and awards overtime as per collective agreement.
- Evaluates and authorizes the retention or dismissal of casual and probationary employees.
- Monitors employee sick time and follows up with absenteeism management principles/progressive discipline as appropriate in accordance with regional policy.
- Participates in committees/teams/workgroups where there is linkage to the Staff Development, Infection Prevention & Control portfolio.
- Develops and maintains good working relationships with other programs and services within Southern Health-Santé Sud.
- Plans for continued professional development. i.e. management and leadership as well as clinical specialty.
- Promotes positive public relations by participating in relevant community forums and meetings in an effort to build community awareness and partnerships.
- Participates in and promotes participation with research projects.
- Provides coverage and back-up for other Directors within the portfolio in their absence.
- Supports student mentorship placements and experiences within the portfolio.
- Ensures that there are sufficient equipment and supplies for the provision of required education and makes recommendations for purchasing new and/or replacement equipment.
- Orders equipment and supplies within allocated resources.
- Ensures appropriate security and utilization of supplies and equipment.
- Collaborates with the Medical Officer of Health, Public Health-Healthy Living and Regional Infection Prevention & Control Coordinators on communicable disease prevention.
- Responsible for safe work practices in the designated areas.
- Cooperates with the Workplace Safety and Health Committee regulations as necessary.
- Ensures that program staff is knowledgeable regarding proper use, storage and handling of equipment and hazardous materials and remains current with WHMIS requirements
- Meets monthly with Regional Lead – Human Resources and submits monthly reports of activities and notifies of any critical situations that may have broad impact within the portfolio and operationally.
- Maintains, monitors and reports on statistics and audits services as per programmatic, regional and provincial requirements.

Communication

- Communicates, cooperates and consults appropriately with Senior Leadership Team.
- Communicates effectively with staff both individually and as a group, verbally and in writing as appropriate to promote efficient functioning and a positive work environment.
- Conducts and participates in regular staff meetings.
- Facilitates effective and efficient interdepartmental communication and operation.
- Liaises with other disciplines and committees.
- Facilitates staff participation in area and regional committees.
- Maintains and fosters confidentiality in all matters pertaining to the region.

Leadership

- Carries out professional activities in a self-directed responsible manner, which reflects legal, ethical and practice standards.
- Co-ordinates and facilitates the activities and staff in the assigned areas in a manner that

ensures the efficacy of program's mandate.

- Collaborates with all disciplines to facilitate an efficient, effective operation of the assigned areas.
- Maintains contact with counterparts in other health care programs/sites, partner agencies, programs and professional associations to keep abreast of practice issues and changes in the delivery of care.
- Facilitates an environment that fosters change that is in keeping with the Regional Board Ends/Core Values, philosophy and strategic plans.
- Facilitates a positive work environment through valuing and operationalizing an empowered model of professional practice.
- Acts as a resource to staff in clinical decision-making utilizing the decision-making process, professional conceptual frameworks and appropriate resources.
- Facilitates professional growth and ensures that educational opportunities are provided for the staff.
- Coaches, advises and supports staff in achievement of identified professional goals and objectives.
- Facilitates educational support and orientation of all area personnel and students from all disciplines as required.
- Maintains membership in applicable professional organizations related to area of specialization.
- Demonstrates creativity, adaptability and critical thinking skills in order to influence and sustain change and a positive work environment.

Quality Improvement

- Articulates and operationalizes the philosophy, concepts and processes of quality improvement consistent with that of the region.
- Operationalizes the Continuous Quality Improvement (CQI) process through: identification, development, implementation, and evaluation of CQI activities.
- Identifies, in collaboration with staff, the need for revised policies and procedures in the assigned areas and initiates necessary changes.
- Identifies, investigates and analyzes occurrences and risk management situations, and implements appropriate follow up.
- Creates and implements audits related to the areas of responsibility and shares results with staff, area and region.
- Empowers staff to impact client/patient care decision-making so that the principles of safety, caring and efficiency are addressed.
- Maintains records of CQI activities, submits written reports as required, and develops plans re: areas for improvement, implementation and evaluates these.

Professional Responsibility and Accountability

- Responsible and accountable for their practice and conduct.
- Maintains current practicing registration with applicable professional body.
- Participates in biannual performance review and personal development planning.

Indicators

- Identifies and responds to professional practice issues that interfere with the ability to practice according to standards and code of ethics and which could have an injurious effect on the client or others.
- Takes personal responsibility for professional conduct and fitness to practice.
- Promotes a practice environment that supports professional responsibility, accountability, and development.

- 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. Performance is measured against the above-identified essential functions and basic duties.
2. The incumbent exercises initiative in carrying out tasks and demonstrates sound judgment and excellent time management skills in determining the methods to apply to tasks.
3. The position functions in a manner that is consistent with the mission, vision, core values and the policies of Southern Health-Santé Sud.

QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Baccalaureate or Master's Degree in Nursing.
- Health Care Management and/or Health Care Leadership Certification an Asset.
- Professional Licensure in good standing with the applicable College or Professional Association and the scope of practice as defined by the Regulated Health Professions Act (RHPA).
- Applicable membership with professional organizations required.

KNOWLEDGE REQUIRED:

- Knowledge and comprehension of current theory, practice and research in relation to staff development, infection prevention and control.
- Proficiency in Microsoft Office Applications and Email.

EXPERIENCE REQUIRED:

- Minimum of five (5) years' experience within the past seven (7) years in the area of respective discipline with demonstrated management and leadership skills.

SKILLS/COMPETENCIES/CONDITIONS OF EMPLOYMENT:

- Demonstrated leadership and strong directive abilities.
- Demonstrated written and oral communication skills.
- Demonstrated organizational, decision-making and problem solving skills.
- Demonstrated ability to display independent judgment.
- Demonstrated experience in employee and labour relations.
- Demonstrated ability to prioritize in a changing environment.
- Demonstrated sensitivity to the human and political dynamics of health care management.

- 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

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.