



## POSITION DESCRIPTION

**Position Title:** Home Care Supervisor  
**Department:** Home Care, Palliative Care & Seniors  
**Classification:**  
**Union:** Non Union  
**Approved by:** Regional Lead – Community & Continuing Care  
**Date approved:** December 11, 2024

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### REPORTING RELATIONSHIPS

**Position reports to:** Manager, Health Services – Home Care  
**Positions supervised:** Direct Service Nurses, Wound Care Nurses, Nurse Schedulers, Home Care Attendants/ Clerk

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### POSITION PURPOSE

The Home Care Supervisor functions as member of the Home Care Leadership Team and as a part of the interdisciplinary team, to ensure the delivery of a consistent standard of client nursing services and improve the standard of nursing client services within home care. This is achieved through responsible management of nursing staff and other resources.

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

Primary responsibilities include the development, coordination, implementation, evaluation and operation of nursing resources for the Home Care program within Southern Health-Santé Sud.

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

- Responsible for the recruitment, orientation, development, supervision and ongoing assessment of staff within assigned program area, including clinical performance, professional

conduct and performance evaluations. Works in conjunction with the Manager, Health Services - Home Care, and Human Resources on any disciplinary action if necessary.

- Acts as a clinical resource for nurses and other members of the multi-disciplinary team. Collaborates with case coordinators, nurses and other team members to complete client service delivery plans.
- Determines the timely allocation of nursing resources to meet needs, according to established prioritization principles and client safety.
- Completes regular caseload reviews and audits as per operational guidelines to ensure clients receive appropriate levels of service, appropriate length of service, and correct service provider as outlined in the Manitoba Home Care Protocols and Direct Service Nurse procedures.
- Interprets the home care program policies, procedures, guidelines and clinical standards to ensure program goals and standards are met. Makes decisions in accordance with established guidelines and regional policies and program specific procedures.
- Identifies potentially unsafe client care practices, initiates appropriate intervention, education and follow up in consultation with the Manager, Health Services – Home Care.
- Participates in the decision making related to the allocation of home care nursing resources through the budget and variance reporting process, as requested.
- Deals with informal complaints in a timely way to facilitate positive client outcomes, and participates in the formal complaint process.
- Analyzes and evaluates information and situations to address service delivery.
- Supports student mentorship placements/experiences within the palliative and home care program.
- Provides coverage and back-up for other leadership staff in their absence, and participates in an after- hours on-call rotation.
- 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. Communication**

- Communicates, cooperates and consults appropriately with the Manager- Home Care.
- Communicates effectively with others both individually and as a group, verbally and in writing as appropriate to promote efficient functioning and a positive work environment.
- Conducts regular team meetings.
- Facilitates effective and efficient multidisciplinary communication.
- Liaises with other disciplines and committees.
- Maintains and fosters confidentiality in all matters pertaining to the region.

### **2. Leadership**

- Carries out professional activities in a self-directed responsible manner, which reflects legal, ethical and practice standards.
- 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 which 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 in collaboration with the Staff Development Program.
- 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.
- Collaborates with Staff Development program to ensure education of practice changes are incorporated throughout the region.
- Demonstrates creativity, adaptability and critical thinking skills in order to influence and sustain change and a positive work environment.

### **3. Quality Improvement**

- Articulates and operationalizes the philosophy, concepts and processes of quality improvement consistent with that of the region.
- Identifies, in collaboration with others, the need for policies, procedures and guidelines within the Palliative Care Program and the Home Care Program.

- Creates and implements audits related to the areas of responsibility and shares results with program team, Directors and regional stakeholders.

#### **4. Professional Responsibility and Accountability**

- Is responsible and accountable for professional practice and conduct.
- Maintains license/registration through the applicable College or Professional Association related to area of specialization.
- Participates in performance evaluations and personal development planning.

#### **5. 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.

## **QUALIFICATIONS**

### **EDUCATION/CERTIFICATION:**

- Baccalaureate Degree in Nursing/Psychiatric nursing.
- Health Care Management and/or Health Care Leadership Certification are an asset.
- 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:**

- Comprehensive knowledge of current theory, practice and research in relation to program responsibility.
- Familiar with current evidence informed service practices and directions.
- Familiar with cultural diversity of the region and delivers / evolves services in keeping with cultural safety principles.

### **EXPERIENCE REQUIRED:**

- Minimum two (2) years of Home Care Experience.
- Previous supervisory experience.

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

- Demonstrated leadership skills.
- Demonstrated ability to foster an interdisciplinary collaborative environment that supports quality client care/quality improvement.

- Demonstrated ability to problem-solves in complex situations and effectively manages rapidly changing situations.
- Demonstrated written and oral communication skills.
- Demonstrated computer literacy in software programs.
- Demonstrated organizational, decision making and problem solving skills.
- Demonstrated ability to display independent judgment.
- 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.

## **WORK CONDITIONS**

- No hazardous or significantly unpleasant conditions.
- May work occasionally evenings and weekends as necessary.
- There will be travel throughout the region as position duties may require.

## **SALARY SCALE**

Confidential

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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.*