



## POSITION DESCRIPTION

**POSITION TITLE:** Long Term Care Access Coordinator    **DEPARTMENT:** Long Term Care  
**CLASSIFICATION:** Home Care Case Coordinator    **APPROVED BY:** Regional Lead – Community & Continuing Care  
**UNION:** MGEU Prof Tech    **DATE APPROVED:** August 12, 2024

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### REPORTING RELATIONSHIPS

**POSITION REPORTS TO:** Director, Health Services – Personal Care Home East & West

**POSITIONS SUPERVISED:** None

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### POSITION PURPOSE

The Long-Term Care Access Coordinator (LTCAC) holds primary responsibility for coordinating the assessment and placement of clients within the Personal Care Home (PCH), Transitional Care (TC) and Supportive Housing (SH) environments. As the coordinator of individuals awaiting placement in the health care system, the LTCAC works collaboratively with members of the care team to understand client care needs and explore available options. This includes consultation with acute care sites and community to assess the appropriateness of clients who have been identified as requiring Long Term Care (LTC) placement.

The LTCAC is responsible for the approval of LTC placement applications/panel within and outside Southern Health-Santé Sud (SH-SS), coordinating applications to the appropriate facilities, maintaining/prioritizing the waitlist of persons eligible for PCH/SH placement. The LTCAC supports the “Home Is Best” philosophy when carrying out his/her responsibilities.

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 SH-SS.

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### ESSENTIAL FUNCTIONS AND BASIC DUTIES

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

**Panel:**

- Reviews all panel applications received from acute care, community, out of region/province to determine eligibility for LTC environment is met.

- Examines care needs and ensures that assessments fully examine the feasibility of returning the client home in support of the Home is Best philosophy.
- Initiates interdisciplinary review of LTC applications for clients with complex care needs, significant behaviors or where alternate environments have not been explored and are more suitable to the client care needs.
- Ensures clients are placed on the appropriate waitlist in an equitable manner.
- Recommends referrals/follow-up for any outstanding required information.
- In collaboration with the LTC Administrative Assistant maintains accurate, current files on clients and reports any changes in the clients' status that may affect placement to appropriate stakeholder (e.g.) admitting PCH's, Regional Patient Flow Coordinator and Acute Care Bed Utilization/Discharge Coordinators.

**Placement:**

- Collaborates with individuals and teams to coordinate the placement of clients approved for LTC from acute, community, out of region/province and other PCH/SH into an appropriate care environment.
- Maintains the waitlist and coordinates the referrals of applications to the appropriate care environment.
- Maintains a database of all PCHs in the region which includes information on the types of specialty care they are able to provide (i.e. bariatric care, alternate care environments, respite). Circulates this to Home Care Case Coordinators and Acute Care Bed Utilization/Discharge Coordinators annually and on request.
- Coordinates PCH to PCH transfer of clients living in and outside of SH-SS with other LTC programs to facilitate movement of clients.
- Provides consultation and information in relation to the placement process, the selection criteria specific to each PCH/SH and the clients stats on the waitlist.
- Assists acute care partners in determining appropriate LTC environment choices based on applicant's care i.e. - Smoking, Chronic Care Indicators, etc.

**Regional Bed Flow:**

- Liaises with Home Care Case Coordinator to coordinate placement of community urgent applications.
- Collaborates with Regional Patient Flow Coordinator to facilitate admissions into TC based on prioritized needs.
- Will attend regional or provincial bed flow meetings as designated.

**Information Management:**

- Participates in the development and management of an automated information system.
- Collaborates with the LTC Administrative Assistant to maintain and monitor the electronic database with respect to items such as client demographic data, clinical data, facility choices, position on the waitlist, and location of the client.
- Collaborates with Regional Patient Flow and PCH/TC sites to monitor and maintain accuracy of Provincial Capacity Management Dashboard.

**Quality Improvement/Patient Safety:**

- Establishes effective communication mechanisms.
- Adherence to a client-focused approach using the ethics framework to guide decision-making.

- Practices in a manner that facilitates patient safety and minimizes risks.
- Responds to inquiries in an appropriate and timely manner.
- Collaborates with co-workers, peers, and colleagues working as a member of the team.
- Participates in the evaluation of the SH-SS processes for assessment, determining eligibility for PCH/SH placement.
- Participates in identifying, developing and implementing quality improvement initiatives based on evaluation outcomes.

**Education and Research:**

- Participates in and promotes education opportunities and research projects in relation to clinical issues and professional development.
- Facilitates clinical experiences for students.
- Provides education regarding LTC panel process/eligibility and the continuum of community services.

**Leadership:**

- Promotes excellence in the provision of quality services.
- Participates in the planning, development and implementation of policies and procedures for the SH-SS panel process as directed by the Directors, Health Services - PCH East and West.
- Assists in the identification of emerging trends and issues, and recommends appropriate action.
- Participates in working groups and committees as directed by the Directors, Health Services PCH East and West.
- Demonstrates effective leadership in promoting a client-focused philosophy, quality and safe care provision.

**Other:**

- 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. Successful completion of probation.
  2. Biannual performance conversation.
  3. Adherence to Professional Standards of Practice and Code of Ethics.
  4. Works within established guidelines and competencies as evidenced by reviews and audits.
  5. Practices congruent with Southern Health-Santé Sud core values, strategic plan, policies/procedures and guidelines.
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## QUALIFICATIONS

### EDUCATION/CERTIFICATION:

- Baccalaureate degree in a regulated health-related field **OR** Registered Nurse with relevant experience in Medicine, Community or LTC will be considered.
- Current registration and a member in good standing with the applicable regulatory body in the province of Manitoba.
- Experience in case management, assessment and conflict management.
- Gerontological Nurse Certification (C) an asset.

### KNOWLEDGE REQUIRED:

- Knowledge of Home Care systems and LTC.
- Knowledge with Electronic Home Care Record and assessment tool e.g. interRAI.
- Knowledge of relevant legislation and standards.

### EXPERIENCE REQUIRED:

- Four (4) years of experience in LTC or community care and knowledge with respect to the variety of services available.

### SKILLS/COMPETENCIES/CONDITIONS OF EMPLOYMENT:

- Excellent communication and interpersonal skills.
- Strong commitment to client/family satisfaction.
- Effective mediation skills.
- Knowledge and skill related to assessment and client/family case management.
- Demonstrated organizational skills and capacity to prioritize effectively.
- Demonstrated critical thinking capacity.
- Demonstrated ability to work independently and collaboratively within a team environment.
- Demonstrated ability to work on a fast-paced environment with multiple demands.
- Intermediate computer skills.
- Strong ability to analyze data to inform decision-making and future initiatives.
- 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.

**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 MGEU Prof/Tech Collective Agreement.

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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.*