



POSITION DESCRIPTION

Position Title: Manager, Health Services – Home Care
Department: Home Care, Palliative Care & Seniors
Classification:
Union: Non-Union
Approved by: Regional Lead – Community & Continuing Care
Date approved: February 7, 2024

REPORTING RELATIONSHIPS

Position reports to: Director, Health Services - Home Care, Palliative Care & Seniors

Positions supervised: Home Care Case Coordinators, Resource Coordinators, Resource Coordinator Specialists, Case Coordinator Specialists, Home Care Nurse Educators, Scheduling Clerks, Nursing Supervisors, Administrative Assistants, Skin and Wound Care Nurses, as relevant to the particular program/geography responsibilities.

POSITION PURPOSE

The Manager, Health Services - Home Care is a member of the Regional Home Care Leadership Team. Primary responsibilities include leadership and management of Home Care and Seniors services within the region. This position participates as a member of the Home Care Leadership Team, and works in collaboration and partnership with the Manager, Health Services - Palliative Care.

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

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

The following responsibilities are carried out in collaboration with the Director, Health Services - Home Care, Palliative Care & Seniors and in harmony with the overall direction of the Home Care Leadership Team. Duties and functions include but are not limited to the following:

- Ensures the level of quality client treatment/care is delivered in accordance with recognized evidence informed practice standards to ensure safe care delivery in Southern Health-Santé Sud.
- Demonstrates ability to operationalize continuous quality improvement activities and contributes to making the organization safe for patients, residents, clients and staff.
- Recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.
- Manages patient safety and risk by following up appropriately on occurrences and complaints.
- Identifies and coordinates educational and professional development of staff on a collective and individual basis with Staff Development when applicable and/or with other educational prospects
- Responsible for the development and revision of policies, guidelines and protocols for the specific program service areas, the Home Care and Seniors program and the region as a whole.
- Monitors and ensures staff is aware of and compliant with established policies, guidelines and protocol procedures.
- Is 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 the Director, Health Services - Home Care, Palliative Care & Seniors and Human Resources Department on any disciplinary action if necessary.
- Plans and monitors the financial, human, and environmental resource management of the designated program. Participates in the budget planning process for the program.
- Participates with the Leadership Team and other Health and Community sector programs/services in the development of program plans and revisions of existing programs.
- Meets regularly with staff through individual and/or team meetings to ensure provision of appropriate administrative and clinical supervision.
- Completes staff performance conversations.
- Participates in committees/teams/workgroups to action system transformation initiatives/goals pertaining to Home Care, Seniors and Palliative Care programs.
- 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 managers in their absence, and participates in an after- hours on-call rotation.
- Supports student mentorship placements/experiences within the palliative and home care program.
- Meets regularly with Director, Health Services - Home Care, Palliative Care & Seniors, submits regular reports of activities and notifies Director of any critical situations that may have broad regional impact for residents/clients or other parts of health care system, both regionally and provincially.
- Maintains, monitors and reports on statistics and audits services as per programmatic, regional and provincial requirements.
- 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 Director, Health Services - Home Care, Palliative Care & Seniors.
- 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 annual performance appraisal 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.

The above listed position duties and responsibilities reflect the core functions of the position. Related duties and responsibilities may be assigned as necessary to the operation of the department.

- All employees within Southern Health-Santé Sud have a personal responsibility in performing safe work practices and are responsible to cooperate with safety committee members/worker representatives, provincial safety and health officer, and the employer in the continuous development of a safe work place.
- Performs other duties as assigned.

QUALIFICATIONS

Education/Certification:

- Baccalaureate Degree in Nursing/Psychiatric nursing or Baccalaureate Degree in other health related disciplines may be considered.
- 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:

- A minimum of 5 years clinical experience in Community Health Services. A combination of community health services and acute care experience may be considered.
- Minimum of 2 years previous supervisory or management experience.
- Other suitable combination of education and experience may be considered.

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.
- 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.