

POSITION DESCRIPTION

POSITION TITLE: Manager, Health Services

DEPARTMENT: Acute Care

CLASSIFICATION: Management

APPROVED BY: Regional Lead – Acute Care
& Chief Nursing Officer

UNION: Non-Union

DATE APPROVED: October 2024

REPORTING RELATIONSHIPS

POSITION REPORTS TO: Director, Health Services (Acute Care)

POSITIONS SUPERVISED: As determined at each site based on the site organizational structure

POSITION PURPOSE

Reporting to the Director, Health Services (Acute Care), the Manager, Health Services is responsible for providing leadership within their assigned area of responsibility, this may include acute care, transitional care and personal care home. The Manager, Health Services works collaboratively in a matrix structure with other leaders, team members and programs in the organization to achieve desired client/patient/resident experiences and outcomes.

The Manager, Health Services has responsibility for the implementation and evaluation of regional policies, procedures and guidelines to meet standards, allocation and monitoring of budgeted resources, human resource management, quality improvement, mitigation of risk, supporting education, research and applying lean methodology in achieving highly efficient and effective processes.

The Manager, Health Services is responsible to build relationships and partnerships with communities within their assigned catchment area.

The incumbent will exercise 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:

Leadership

- Provides leadership and direction to the health care team within their area of responsibility in the successful delivery of programs and services to meet the needs of the population served congruent with the organization's vision, mission and strategic direction.
- Participates as a member of regional teams in the development, implementation and evaluation of policies, procedures and guidelines.
- Accountable for supporting a standardized regional approach in the delivery of health care services.
- Promotes an environment that supports professional responsibility, accountability and ethical decision making.
- Demonstrates creativity, adaptability and critical thinking skills in order to achieve and sustain change.
- Maintains and facilitates effective communication and working relationships.
- Applies lean methodology and engages members of the health care team to achieve highly efficient and effective processes and outcomes.
- Supports succession planning through coaching, mentoring and assisting staff in problem solving and decision making.
- Provides leadership and support to research activities through appropriate identification, consultation and participation in research in accordance with regional policy.
- Exemplifies ethical practice, professionalism and personal integrity.
- Creates respectful and trusting work environments where sound advice is valued.
- Encourages the expression of diverse opinions and perspectives, while fostering collegiality.
- Demonstrates self-awareness and seeks out opportunities for personal growth.
- Creates opportunities for ongoing community engagement including the establishment of relationships and partnership with community stakeholders and stakeholder groups.

Resource Management

- Provides leadership and support for the recruitment and retention of staff within the portfolio.
- Identifies and supports opportunities for staff development.
- Provides leadership and support for student placement opportunities.
- Applies the applicable collective agreements and participates in labor relations matters as required.
- Ensures application of Workplace Safety & Health regulations and policies.
- Responsible for conflict management.
- Participates in the development and administration of the portfolio's budget and provides direction to achieve budget expectations.
- Meets with the Director and the Financial Analyst to review financial reports and variance analyses.
- Participates in identifying changes that optimize the utilization of material and human resources.

Quality Improvement and Risk Management

- Contributes to making the site and 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.
- Provides leadership to quality improvement and risk management initiatives.
- Accountable for monitoring and responding to key performance measurement and indicators.
- Ensures that standards and measures to meet patient safety are met.

- Participates in critical Incident reviews and implementation of recommendations.
- Responds to complaints in accordance with regional policy.
- Supports the reporting, documentation and analysis of occurrences.
- 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. Achievement of essential functions and basic duties outlined above.
2. Professional practice and leadership as it reflects Southern Health-Santé Sud core values, policies, mission, vision and strategic directions.

QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Baccalaureate Degree in a clinical healthcare discipline
- A suitable combination of post-secondary education and health care management experience relative to the position will be considered

REQUIRED KNOWLEDGE:

- Knowledge of an integrated health care system and standards of care
- Knowledge of quality improvement, risk management, patient safety initiatives and lean methodology

EXPERIENCE REQUIRED:

- Minimum of five (5) years in progressive health care management position(s)
- Experience and strong background in leadership and in system process

SKILLS/COMPETENCIES/CONDITIONS OF EMPLOYMENT:

- Demonstrated ability to lead, promote innovation and initiate actions toward the achievement of goals
- Demonstrated ability to understand and communicate the multiple components of an integrated system
- Demonstrated effective collaboration, negotiation, and conflict resolution skills
- Demonstrated ability to understand and is sensitive to the needs of a diverse population and adjusts interactions appropriately
- Demonstrated ability, flexibility and willingness to change behaviour and opinion in accordance with best practices, and across different environments and cultures
- Demonstrated ability to problem-solve in complex situations and effectively manage rapidly changing situations

- Demonstrated effective communication and interpersonal skills
 - Demonstrated ability to develop skills and knowledge in self, colleagues, and clients, based on learning and communicating best practices
 - Demonstrated ability to understand and adhere to the organization's values and standards of ethical behaviour
 - Demonstrated computer literacy in software programs
 - 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
 - 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
 - Adheres to the organizations policies and procedures
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SALARY SCALE:

As per Non Union Pay 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.