



POSITION DESCRIPTION

POSITION TITLE: Manager, Health Services -
Long Term Care Administration

DEPARTMENT: Long Term Care

CLASSIFICATION: Management

APPROVED BY: Regional Lead- Community
& Continuing Care

UNION: Non-Union

DATE APPROVED: February 29, 2024

REPORTING RELATIONSHIPS

POSITION REPORTS TO: Director, Health Services – Personal Care Homes – East/West

POSITIONS SUPERVISED: Registered Nurses, Licensed Practical Nurses, Registered Psychiatric Nurses, Health Care Aides or Resident Assistants, Unit clerks and other positions depending on the organizational structure of the site.

POSITION PURPOSE

Reporting to the respective Director, Health Services, the Manager, Health Services – Long Term Care Administration is responsible for providing leadership in the delivery of quality resident care within their Personal Care Home.

The Manager, Health Services – Long Term Care Administration 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 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

- Work collaboratively as a member of the Regional Personal Care Team Program Team.
- 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 organizations vision, mission and strategic direction.
- Participates as a member of regional teams or workgroups in the development, implementation and evaluation of policies, procedures and guidelines.
- Supports a standardized regional approach in the delivery of health care services.
- Co-ordinates/facilitates the activities in the assigned areas in a manner that ensures quality resident care.
- Collaborates with all disciplines to facilitate an efficient, effective operation of the assigned areas.
- Promotes an environment of 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.
- Create a culture where diversity and inclusiveness are valued and align with the organizations core values of Integrity, Respect, Compassion, Excellence and Innovation.
- Applies Lean methodology and engages members of the health care team to achieve highly efficient and effective processes and outcomes.
- Supports, coaches, mentors, identifies succession planning opportunities, and assists 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.

Client/Patient/Resident Care

- Collaborates with members of the health care team in the coordination of resident care.
- Evaluates resident care on an ongoing basis.
- Ensures delivery of quality care services through assessment, planning, implementation, evaluation and appropriate documentation of care.
- Ensures staff compliance with established policies and procedures.
- Acts as a resource to staff in providing direction and assistance in the management of resident care.

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 engages Labour Relations as required.
- Ensures application of Workplace Safety & Health regulations and policies.
- Assists and supports conflict resolution.
- Monitors employee performance, including conducting performance reviews every two years.
- Schedules staff consistent with operational needs.
- Manages all staffing respective of the appropriate collective agreements.
- In collaboration with the Director – Personal Care Homes – East/West participates in the development and ongoing review of the portfolio’s budget through monthly variance analysis.
- In consultation with the Director – Personal Care Homes – East/West identifies changes that optimize the utilization of material and human resources.

Quality Improvement and Risk Management

- Contributes to making the site and organization safe for residents and staff, and recognizes the importance of reporting unsafe situations and participating in follow up reviews.
- Provides leadership to quality improvement and risk management initiatives.
- 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.
- Accountable for monitoring and responding to key performance measurement and indicators.
- Supports the reporting, documentation and analysis of occurrences.
- Pursuant to *The RHA Act*, Southern Health-Santé Sud is a bilingual RHA. All employees accept responsibility relative to “active offer” to ensure health services are evident, readily available and easily accessible in both official languages.
- Performs other duties as assigned.

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.

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

Performance will be measured against the above-identified essential functions and basic duties. The incumbent will exercise initiative in carrying out tasks and will demonstrate sound judgment, maintain a high degree of confidentiality and excellent time management skills in determining the methods to apply

to tasks. 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:

- Current active registration with the College of Registered Nurses of Manitoba/College of Registered Psychiatric Nurses of Manitoba.
- Baccalaureate Degree in Nursing.
- Current BCLS certification.
- A suitable combination of post-secondary education and health care management experience relative to the position may be considered.

REQUIRED KNOWLEDGE:

- Comprehensive knowledge of theory, practice and research in relation to geriatrics care.
- 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 3 years' experience in the relevant clinical area within the last 5 years.
- Minimum of 2 years in health care management preferred.

SKILLS/COMPETENCIES:

- Demonstrated Leadership skills.
- 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 be 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.
- Given the cultural diversity of our region, the ability to respect and promote a culturally diverse population is required.
- Proficiency in both official languages is essential for target and designated bilingual positions.

- Demonstrated ability to respect confidentiality including paper, electronic formats and other mediums.
 - Demonstrated computer literacy in software programs.
 - 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:

- Adheres to the organizations policies and procedures.
 - May work occasionally evenings, nights and weekends as necessary.
 - No hazardous or significantly unpleasant conditions.
 - Will travel as the position duties may require.
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SALARY SCALE: As per non-union/management compensation program

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.