



## POSITION DESCRIPTION

**Position Title:** Manager, Health Services – Rehabilitation Services  
**Department:** Rehabilitation Services  
**Classification:** Management  
**Union:** Non-Union  
**Approved by:** Regional Lead – Community & Continuing Care  
**Date approved:** October 18, 2024

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### REPORTING RELATIONSHIPS

Position reports to: Director, Health Services – Rehabilitation Services

Positions supervised: Audiologists, Occupational Therapists, Physiotherapists, Speech-Language Pathologists, Fetal Alcohol Spectrum Disorder (FASD) Diagnostic Coordinators, Rehabilitation Assistants, Audiometrists, Hearing Screeners and Clerical Staff

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### POSITION PURPOSE

The Manager, Health Services - Rehabilitation Services will be accountable to the Director, Health Services - Rehabilitation. The Manager through a collaborative process with the Director, Health Services - Rehabilitation, and as part of the Rehabilitation Services Leadership Team, will be responsible for the development, coordination, implementation, evaluation and operation of Rehabilitation Services within Southern Health-Santé Sud.

Rehabilitation Services are comprised of Audiology, Occupational Therapy, Physiotherapy, Speech-Language Pathology, and Fetal Alcohol Spectrum Disorder (FASD) Diagnostic Coordinators. Comprehensive and integrated services are provided to clients across the age continuum. Rehabilitation services are delivered within Southern Health-Santé Sud in both facility and community based settings, collaborating with partner agencies and programs.

The responsibilities of the Manager encompass the domains of management and leadership, planning, organizing, program development, communication, resource management (fiscal and human), policy development, advancement of knowledge and continuous quality improvement.

The Manager will, in collaboration with the Director, Health Services - Rehabilitation, ensure optimal rehabilitation services are provided in accordance with the mission, vision, values, strategic priorities and the policies of Southern Health-Santé Sud.

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 collaboratively with the Director, Health Services - Rehabilitation and in harmony with the other Managers working in Rehabilitation Services.

### **PRINCIPAL DUTIES AND RESPONSIBILITIES:**

- Demonstrates creativity, adaptability and critical thinking skills in order to influence and sustain change and a positive work environment.
- 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.
- Southern Health-Santé Sud is a bilingual RHA. All employees will adhere to active offer principles as appropriate to ensure our services are available, accessible and timely in both official languages.
- Demonstrates ability to operationalize continuous quality improvement principles.
- Ensures quality client/patient care services are delivered in accordance with Accreditation Canada and associated Professional Standards of Practice, and professional legislation.
- Monitors the financial, human resources, material and environmental management of their designated client/patient care areas.
- Participates in multi-disciplinary committees/teams (site, regional and provincial).
- Develops and maintains functional relationships with other departments, agencies and service providers.
- Promotes and coordinates continued professional development for staff and self.
- Promotes positive public relations.
- Operationalizes the Region's Vision, Board Ends / Core Values and Strategic Health Plan.
- Participates in and promotes research projects.
- Represents and advocates for Rehabilitation Services.

### **Human Resource Management**

- Participates in interviewing, selecting and hiring competent and proficient Rehabilitation Services staff.
- Monitors and ensures that personnel maintain active status with professional registration organizations.

- Identifies and implements the remedial measures to correct performance or disciplinary problems and is responsible for applying progressive disciplines up to and including suspension and/or dismissal.
- Establishes standards and monitors employee performance, including conducting performance reviews.
- Collaborates with Human Resources to interpret and apply regional policies and collective agreements.
- Addresses all grievances at the appropriate stage. As appropriate, consults with the Director, Health Services - Rehabilitation and labour relations on matters related to personnel and contractual issues.
- Schedules staff consistent with operational needs and contractual requirements.
- Prepares and submits required payroll documents.
- Authorizes requests for leaves as per regional process and contractual obligations.
- Authorizes and awards overtime as per collective agreement.
- Evaluates and authorizes the retention or dismissal of casual and probationary employees.
- Monitors employee sick time and follows up with absenteeism management principles/progressive discipline as appropriate in accordance with regional policy.
- In collaboration with other members of the Rehabilitation Leadership Team, participates in the development and/or revision of program and departmental policies and procedures.
- Implements policy directives and establishes and evaluates feedback mechanisms.
- Provides leadership to create an environment conducive to effective working relationships.
- Identifies staff potential and promotes their development to enhance care delivery.
- Coaches and facilitates performance of personnel on client/patient care areas.
- Encourages and recognizes staff to pursue professional development and leadership skills.
- Facilitates clinical placement and job shadows for students.
- Facilitates a positive work environment through valuing and operationalizing an empowered model of professional practice.

## **Fiscal**

- In collaboration with the Director, Health Services - Rehabilitation, will participate in the analysis and fiscal management of issues and trends and take appropriate action.
- In collaboration with the Director, Health Services - Rehabilitation and together with the Rehabilitation Leadership Team, will:
  - allocate resources (human, fiscal, environmental);
  - monitor the budget on a regular basis;
  - take corrective action as necessary ;
  - report variances.

- Participates in the preparation of annual Capital and Operating budgets within the context of the Rehabilitation Services Leadership Team.
- Approves expenditures as per Regional Finance Policy.
- Identifies areas of unnecessary expenditure in supplies and services. Develops and implements methods to reduce and/or reallocate same.

### **Client/Patient Care Management**

- Evaluates, coordinates and directs care of clients/patients in collaboration with other members of the Health Care Team, to promote continuous quality improvement.
- Ensures delivery of quality client/patient care services involving assessment, planning, implementation, evaluation and appropriate documentation of care.
- Establishes, monitors and evaluates ongoing objectives for the designated client/patient care areas in conjunction with staff and regional program teams.
- Ensures that staff demonstrates clinical competence.
- Optimizes resource utilization and oversees client/patient care operations based on client/patient satisfaction.
- Operationalizes site and regional quality improvement and risk management activities through development and preparation of quality improvement reports, auditing, monitoring and follow-up with staff.
- Ensures the adequate provision of orientation and in-service programs for staff.
- Ensures compliance with established policies and procedures by staff.
- Acts as a clinical resource person, providing direction and assistance to staff in the management of client/patient, family care and education.
- Investigates client/patient incidents/complaints/ concerns and is responsible for follow-up.
- Ensures staff adherence to safety, security and emergency policies and procedures.
- Participates in the development and implementation of new programs and revision of existing programs in collaboration with the other members of the Rehabilitation Leadership Team.
- Identifies trends in health care and directs the development of programs and services accordingly.

### **Material/Environmental**

- Ensures sufficient equipment/supplies for the provision of client/patient care and makes recommendations for purchasing new and/or replacement equipment.
- Orders equipment and supplies within allocated resources.
- Participates in the planning of renovations.
- Ensures appropriate security and utilization of supplies and equipment.
- Ensures equipment is maintained.

- Collaborates with Infection Control/Staff Health on related issues.
- Ensures staff is knowledgeable for safe work practices.
- Follow the Workplace Fire, Safety and Health Committee recommendations.
- Ensures staff is knowledgeable regarding proper use, storage and handling of equipment and hazardous materials and remains current with WHMIS requirements.

### **Communication**

- Communicates and collaborates with the Director, Health Services - Rehabilitation.
- Communicates effectively with staff, verbally and in writing as appropriate to promote efficient functioning and a positive work environment.
- Conducts regular staff meetings.
- Facilitates effective and efficient interdepartmental/interagency communication and operation.
- Liaises with other programs and committees concerning client/patient care areas.
- Maintains and fosters confidentiality in all matters pertaining to the region, clients/patients and their families, and other staff members.
- 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.

### **Quality Improvement**

- Identifies, in collaboration with staff, the need for revised policies and procedures in the assigned areas and initiates necessary changes. This will be done in collaboration with the Director, Health Services - Rehabilitation and the Rehabilitation Leadership Team.
- Identifies, investigates and analyzes occurrences and risk management situations, and implements appropriate follow up. This will be done in collaboration with the Director, Health Services - Rehabilitation and the Rehabilitation Leadership Team.
- Creates and implements audits related to the areas of responsibility and shares results with staff, area and region.
- Empowers staff to impact client/patient care decision-making so that the principles of safety, caring and efficiency are addressed.

**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.

- 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. Performance conversations to be completed at the end of the probationary period and at minimum every two years following.

## **QUALIFICATIONS**

Education/Certification:

- Baccalaureate or Masters Degree in a Rehabilitation Discipline i.e. Audiology, Occupational Therapy, Physiotherapy, Speech-Language Pathology
- Health Care Management and/or Health Care Leadership Certification an Asset
- Professional Licensure in good standing with the applicable College or Professional Association

Knowledge required:

- Comprehensive knowledge of theory, practice and research in relation to clinical area

Experience required:

- Minimum five (5) years experience within the past seven (7) years, including experience in the area of rehabilitation discipline with demonstrated management and leadership skills
- Professional applicable organization memberships required

Skills/Competencies/Conditions of employment:

- Demonstrate Southern Health-Santé Sud core competencies and/or Management & Leadership competencies
- 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

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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.*