



POSITION DESCRIPTION

POSITION TITLE: Manager, Health Services – Public Health-Healthy Living	DEPARTMENT: Public Health-Healthy Living
CLASSIFICATION: Management (MNU Related)	APPROVED BY: Regional Lead – Community & Continuing Care
UNION: Out of Scope	DATE APPROVED: August 25, 2020

REPORTING RELATIONSHIPS

POSITION REPORTS TO: Director, Health Services – Public Health-Healthy Living & Primary Care

POSITIONS SUPERVISED: Public Health Nurse/URIS Nurse/Healthy Living Facilitator/Healthy Baby Coordinator/Towards Flourishing Coordinator/Families First Home Visitor/Clerk/Administrative Assistant

POSITION PURPOSE

Reporting to the Director, Health Services, the Manager, Health Services – Public Health-Healthy Living is responsible for managing staff in designated communities, who deliver Public Health-Healthy Living services, which includes Public Health Nursing, Healthy Living, Families First, Healthy Baby and URIS. Through a collaborative process with the Public Health-Healthy Living Leadership Team, the incumbent participates in program planning and evaluation, resource allocation, development of policies and standards, integration of quality, risk and utilization management systems, and active support of education and research.

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 Manager, Health Services – Public Health-Healthy Living works collaboratively with the Public Health-Healthy Living Team to discharge the following responsibilities. Duties and functions include but are not limited to the following:

Clinical Planning, Implementation and Evaluation

- Provides direction to staff to ensure Public Health-Healthy Living services are consistent with the region's strategic plan and provincial directives.

- Collaborates with others to ensure effective integration of Public Health-Healthy Living services within the broader health care system.
- Evaluates clinical practices to ensure they are current and guided by evidence-based practice.
- Provides education, support and mentoring to staff, enabling them to implement new initiatives.
- Applies advanced knowledge and ability to guide other professionals to apply public health sciences, behavioral sciences, social sciences, biostatistics, and epidemiology as well as a broad range of theories, models and frameworks.
- Applies knowledge into practice and assesses knowledge gaps within the following concepts: health status of populations, inequities in health, social determinants of health, social justice, principles of primary health care, strategies for health promotion, disease and injury prevention, health protection, as well as the factors that influence the delivery and use of healthservices.
- Actively pursues learning opportunities in Public Health-Healthy Living, which supports knowledge and skill development relevant to current and future roles and/or to enhance areas or expertise.
- Promotes or collaborates in research to advance knowledge in public health and to inform the development of public health policies and/or programs.
- Critically appraises knowledge gathered from a variety of sources including primary and secondary data sources, epidemiologic data and trend information and is able to identify new and emerging public health issues.
- Uses evidence to research, inform and evaluate public health policies, programs, partnerships and practice.
- Integrates multiple ways of knowing into practice.

Leadership

- Contributes to the development, articulation and implementation of a shared vision that leads the organization forward by actively working with health professionals and community partners.
- Leads change in people, structures and processes that strategically move the organization forward.
- Assists others to understand the organization's vision, mission, values and priorities and enables them to identify their contribution.
- Promotes an environment that supports creativity and innovation leading at new ideas, methods and solutions.
- Identifies and acts on opportunities that are consistent with the organization's goals.
- Fosters an environment conducive to learning and builds capacity by creating opportunities to share knowledge, tools, expertise and experience to advance the performance of others.
- Contributes to team and organizational learning by seeking out public health knowledge and by mentoring others.
- Empowers and inspires those with whom they work.
- Implements collaborative decision processes and consensus building when appropriate.
- Empowers the team to develop personal and team goals and assists the team to develop strategies to guide it as it pursues a shared vision.
- Initiates team-building activities and provides feedback about group process and team performance.
- Fosters a respectful workplace.
- Uses a variety of approaches to manage and resolve concerns, disagreements and conflict.
- Uses approaches and opportunities to advance negotiations that lead to mutually beneficial arrangements or agreements.

- Thinks critically by clarifying goals, examining assumptions; discerning hidden values and evaluating evidence, when planning and evaluating activities and results.
- Assesses, accurately, problems and opportunities.
- Arrives at a decision effectively and efficiently.
- Synthesizes, analyzes, organizes and interprets both concrete and abstract information.
- Evaluates, critically, credibility and quality of information when making decisions.
- Manages and maximizes time, information, human and other resources.
- Assesses risks, benefits and impact of selecting a response to achieve a balance between competing priorities.
- Understands and uses organizational dynamics to achieve objectives.
- Monitors and reviews programs and service activities using appropriate evaluation methods.
- Supports the role of public health practitioners as client advocates.
- Ensures values and perspectives are incorporated in all service provision.
- Promotes population health approach.
- Coordinates and chairs staff meetings and working groups as assigned.
- Participates in area leadership activities.

Human Resource Management

- Participates in recruiting, supervising, mentoring and evaluating Public Health-Healthy Living staff to ensure a high level of competence in the provision of quality client care.
- Conducts performance appraisals.
- Monitors attendance and implements attendance management procedures.
- Participates in labour relation matters, including disciplinary action, as required.

Fiscal Management

- Estimates, justifies and manages appropriate funding levels in keeping with the organization's policies and reporting procedures.
- Assists the Director, Health Services - Public Health-Healthy Living in developing budgets, preparing variance reports, developing corrective financial plans, monitoring expenditures and making necessary adjustments as required.
- Participates in identifying changes that optimize the utilization of material and human resources.
- Approves expenditures for Public Health-Healthy Living services, in collaboration with the Director, Health Services – Public Health-Healthy Living and, where applicable, Directors of Health Services.

Communication

- Maintains and facilitates ongoing constructive communication and working relationships within the Public Health-Healthy Living team and the broader client care teams in the region.
- Communication in an organized, concise and appropriate manner using effective verbal, non-verbal and written skills.
- Considers and responds appropriately to the needs, feelings, and capabilities of different people in different situations.
- Is receptive, respectful and empathetic in interpersonal and public communication.
- Responds to client questions and complaints effectively with courtesy and sensitivity.
- Listens and actively provides opportunities for others to be heard and understood.

- Integrates and uses appropriate communication techniques and strategies within the team, organization and community conveying information in a way that promotes complete understanding.
- Facilitates an open exchange of ideas and fosters open communication.
- Uses current technology to communicate efficiently and effectively.
- Plays a role in facilitating negotiation and conflict resolution as necessary.
- Ensures the promotion of effective and harmonious relationships amongst clients, families, physicians, staff and community stakeholders.

Professional Standards & Policy Development

- Ensures that program and professional standards are met on a daily basis in the delivery of client care.
- Guides Public Health-Healthy Living staff to understand program and organizational policies.
- Ensures policies and procedures are reviewed regularly and monitored for effectiveness.
- Identifies the need for, and participates in revisions to policies, ensuring they reflect evidence based practice, quality care, management of risk and cost-effectiveness.
- Participates on regional planning teams, as requested, to ensure collaboration and consistency in the application of standards to meet client service needs.
- Creates and maintains an environment that guides a project to its successful completion.
- Understands and uses the dynamics of power, organization and decision making to achieve objectives.
- Plans for disasters and public health emergencies.
- Leads by example and models the organization's and their professional body's expectations for professional behavior by displaying integrity and professionalism.
- Applies ethical standards and principles to manage self, others, information and distribution of resources.
- Establishes and supports a safe work environment.
- Practices in accordance with all relevant legislation and regulations.
- Models accountability, adaptability and flexibility, and supports employees during times of ambiguity and change.
- Demonstrates emotional intelligence by understanding of one's self and impact on others.
- Responds professionally and with courage in different situations.
- Is self-directed and proactively identifies and acts on problems and opportunities.
- Demonstrates commitment to lifelong learning and continuous professional development.

Continuous Quality Improvement & Risk Management

- Provides leadership to quality improvement and risk management initiatives in Public Health-Healthy Living services.
- Responds to and analyzes complaints to improve client satisfaction.
- Works towards meeting or exceeding accreditation standards as a member of the Public Health-Healthy Living team.
- Develops, organizes, implements and evaluates quality risk/utilization management activities for Public Health-Healthy Living services.
- Analyzes occurrences and recommends or makes system changes when required.
- Contributes to quality improvement by monitoring, supporting and evaluating individual, team and system performances.

Education & Research

- Plans, conducts and evaluates staff development and orientation programs for Public Health-Healthy Living staff.
- Assists in identifying individual and collective staff development needs, and facilitates meeting those needs.
- Assists in the development and maintenance of resource materials.
- Encourages and models the use of research to guide practice.
- Facilitates activities related to education, clinical teaching, student placements, client care and research.
- Participates in the establishment, review and modification of client teaching programs.
- Participates in research by identifying practice issues requiring review and/or research and by participating in nursing and interdisciplinary reviews and research projects.

Promote Diversity & Inclusiveness

- Recognizes how the social determinants of health influence the health and well-being of specific population groups.
- Respects and values the diverse needs and contributions of individuals.
- Manages complex group dynamics.
- Encourages all team members to be active partners in identifying assets, strengths and available resources to address issues and needs as they arise.
- Involves stakeholders of diverse backgrounds in the development and evaluation of programs and services.
- Models behaviors that embrace diversity and foster respect in the workplace.
- Considers diversity when planning, implementing, adapting, and evaluating Public Health-Healthy Living practice, programs, policies and partnerships.
- Develops activities to reach out to those considered high risk or who have difficulty making use of services.
- 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.

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.

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 measured against the above identified essential functions and basic duties.
2. Incumbent exercises initiative in carrying out tasks and demonstrates sound judgment and excellent time management skills in determining the methods to apply tasks.
3. The position functions in a manner that is consistent with the mission, vision, core values and policies of Southern Health-Santé Sud.

QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Active Practice Registration with the College of Registered Nurses of Manitoba and the scope of practice as defined by the Regulated Health Professions Act (RHPA).
- Baccalaureate Degree in Nursing.

KNOWLEDGE REQUIRED:

- Comprehensive knowledge of theory, practice and research related to public health.

EXPERIENCE REQUIRED:

- Minimum five (5) years' experience working in a Public Health-Healthy Living environment.
- Minimum two (2) years' management/supervisory 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 and an empowered practice model.
- Demonstrated ability to apply a population health promotion model while considering social determinants of health.
- Demonstrated ability to integrate and apply theories of change and harm reduction approaches.
- 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.

SALARY SCALE:

As per Non Union salary 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.