



## POSITION DESCRIPTION

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

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### REPORTING RELATIONSHIPS

**Position reports to:** Manager, Health Services – Long Term Care Administration

**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

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### POSITION PURPOSE

The Manager, Health Services – Resident Care is responsible for the delivery of resident care in the assigned areas of operations. The Manager, Health Services – Resident Care fosters/facilitates interdisciplinary, collaborative relationships within the areas of responsibility, the institution and the community to ensure a high standard of resident care.

The responsibilities of the Manager, Health Services – Resident Care encompasses 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, Health Services – Resident Care is directly accountable to the Manager, Health Services - Long Term Care Administration in relation to:

- Resident care and management of the assigned areas
- Problems related to resident care and staffing, and the status of problem resolution
- Variances from the approved budget

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**

Duties and functions include but are not limited to the following:

- Demonstrates ability to operationalize continuous quality principles.
- Ensures the level of quality of resident care delivered in accordance with Personal Care Homes Standards Legislation, Accreditation Canada and associated Professional Standards of Practice, and professional legislation.
- Monitors the financial, human resources, material and environmental management of their designated resident care areas.
- Participates in multi-disciplinary committees/teams (site and regional).
- Develops and maintains functional relationships with other departments.
- Plans for continued professional development.
- Promotes positive public relations.
- Operationalizes the region's Vision, Board Ends / Core Values.
- Participates in and promotes research projects.

## **Professional Responsibilities**

### ***Resident Care Management***

- Coordinates/directs care of residents in collaboration with other members of the Health Care Team, which promote Continuous Quality Improvement (CQI).
- Evaluates resident care on an ongoing basis.
- Ensures delivery of quality resident care services involving assessment, planning, implementation, evaluation and appropriate documentation of care.
- Establishes, monitors and evaluates annual objectives for the designated resident care areas in conjunction with staff and regional program teams.
- Ensures that unit staff, demonstrates clinical competence.
- Consults with Manager, Health Services – Long Term Care Administration.
- Ensures the development, maintenance and review of the Transfer Function Skills as it relates to their designated resident care areas.
- Optimizes resource utilization and oversees resident care operations based on resident satisfaction and provision of cost-effectiveness ensuring services on a 24-hour basis.
- Operationalizes site and regional CQI Utilization Program as Risk Management Activities through development and preparation of CQI 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 resident and family care.
- Investigates resident incidents/complaints, concerns and is responsible for follow-up as

appropriate.

- Participates in the establishment, review and modification of resident and family education.
- Maintains awareness of safety, security and emergency policies and procedures and ensures compliance of staff to same.
- Participates in the development of plans for new programs and revision of existing programs in collaboration with the other members of the program management team.
- Identifies trends in health care and participates in the development of professional programs and services accordingly.
- Acts as the resource person for staff, residents and families as appropriate in co-ordination of interdisciplinary resident care planning, utilizing regional and community resources to address resident care and family concerns.

### ***Human Resources Management***

- Participates in interviewing, selecting and hiring competent and proficient unit staff necessary to provide and support the highest quality of care within existing resources.
- 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.
- Manages human resources and interprets and applies site and regional policies and collective agreements.
- Participates in the collective bargaining process.
- Addresses all grievances at the appropriate stage. As appropriate, consults with the Manager, Health Services – Long Term Care Administration and Human Resources on matters related to personnel and contractual issues.
- Provides leadership to create an environment conducive to effective working relationships.
- Establishes standards and monitors employee performance, including conducting performance reviews and follow-up of personnel on the designated resident care areas.
- Identifies staff potential and promotes their development to enhance care delivery.
- Coaches and facilitates performance of personnel on resident care areas.
- Schedules staff consistent with operational needs and contractual requirements.
- Manages requests for leaves of absence, vacation allocations and overtime authorization.
- Is responsible for attendance management of all staff on designated areas.
- Encourages and recognizes staff regarding pursuing roles/committee involvement/professional development and accomplishments.
- Facilitates educational programs for students.

### ***Fiscal***

- Analyzes issues and trends that will impact the budget and fiscal management in the department and takes appropriate action.
- Allocates resources (human, financial space) in collaboration with the Manager, Health Services – Long Term Care Administration.
- Participates in the preparation of annual Capital and Operating budgets.

- Approves expenditures as per Regional Finance Policy.
- Monitors the budget on a regular basis, takes corrective action as necessary and reports variances.
- Identifies, areas of unnecessary expenditure in supplies, services, devises, and implements methods to reduce and/or reallocate same.

### ***Material/Environmental***

- Ensures that there are sufficient equipment/supplies for the provision of resident 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 on designated resident care areas.
- Collaborates with Infection Control /Occupational Health.
- Is responsible for safe work practices on the designated resident care areas.
- Cooperates with the Workplace Safety and Health Committee as necessary.
- Ensures that unit staff is knowledgeable regarding proper use, storage and handling of equipment and hazardous materials and remain current with WHMIS requirements.

### ***Communication***

- Communicates, cooperates and consults appropriately with the Manager, Health Services – Long Term Care Administration.
- Communicates effectively with staff both individually and as a group, verbally and in writing as appropriate to promote efficient functioning and a positive work environment.
- Conducts regular unit(s) staff meetings.
- Facilitates effective and efficient interdepartmental communication and operation.
- Liaises with other disciplines and committees concerning resident care areas.
- Organizes, chairs and participates actively on internal/external committees, user groups, e.g. resident support groups, and task forces.
- Facilitates staff participation on area and regional committees.
- Maintains and fosters confidentiality in all matters pertaining to the region, residents and their families, and other staff members.

### ***Leadership***

- Carries out professional activities in a self-directed responsible manner, which reflects legal, ethical and practice standards.
- Co-ordinates/facilitates the activities and staff 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.

- Maintains contact with counterparts in other health care programs/sites 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.
- 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. Collaborates with Regional Educators to ensure promotion of resident care and staff development.
- Maintains membership in applicable professional organizations related to area of specialization.
- Demonstrates creativity, adaptability and critical thinking skills in order to influence and sustain change and a positive work environment.

### ***Quality Improvement***

- Articulates and operationalizes the philosophy, concepts and processes of quality improvement consistent with that of the region.
- Operationalizes the CQI process through: identification, development, implementation, and evaluation of CQI activities.
- Identifies, in collaboration with staff, the need for revised policies and procedures in the assigned areas and initiates necessary changes.
- Identifies, investigates and analyzes occurrences and risk management situations, and implements appropriate follow up.
- Creates and implements audits related to the areas of responsibility and shares results with staff, area and region.
- Empowers staff to impact resident decision-making so that the principles of safety, caring and efficiency are addressed.
- Maintains records of CQI activities, submits written reports as required, and develops plans re: areas for improvement, implementation and evaluates these.

### ***Professional Responsibility and Accountability***

- Managers are responsible and accountable for their practice and conduct.

### ***Indicators***

- Maintains current practicing registration with applicable professional body.
- Manager, Health Services – Resident Care who are Registered Nurses: practice in a manner consistent with professional licensure obligations.
- 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.
- 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. To be defined

## **QUALIFICATIONS**

Education/Certification:

- Undergraduate Degree in applicable field from a recognized university is preferred.
- Current BCLS Certification

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 specialty with demonstrated management and leadership skills
- Preference for previous management experience, preferably two (2) years required

Skills/Competencies/Conditions of employment:

- Demonstrates ability to foster an interdisciplinary collaborative environment that supports quality resident care/quality improvement and an empowered practice model

- 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.*