



POSITION DESCRIPTION

POSITION TITLE: Resource Coordinator Specialist – Home Care **DEPARTMENT:** Home Care
CLASSIFICATION: Resource Coordinator Specialist **APPROVED BY:** Regional Lead – Community & Continuing Care
UNION: MGEU Professional Technical **DATE APPROVED:** May 12, 2020

REPORTING RELATIONSHIPS

POSITION REPORTS TO: Manager, Health Services – Home Care

POSITIONS SUPERVISED: None

POSITION PURPOSE

Reporting to the Manager, Health Services, the Resource Coordinator Specialist's primary responsibilities include training, supporting and auditing of the electronic health record / scheduling system, management of Home Care Attendant EFTs, including accommodations and return to work programs.

This position functions in collaborative partnership with the Managers, Health Services, Resource Coordinators (RC) – Home Care Services and Scheduling Clerks (SC) – Home Care Services.

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:

Staff Development & Education

- Conducts individual and collective RC and SC – Home Care Services educational needs assessments.
- Forecasts and identifies educational needs through supporting documentation (i.e. Payroll/Electronic record reports, program goals and objectives, complaints and occurrence management and staff demographics).
- Researches, develops and maintains RC and SC 'Best Practice Manual'; evaluates material.

- Develops schedules and delivers orientation and/or training sessions to RCs, SCs, Case Coordinators (CC), and Program Managers; evaluates material and trainer(s).
- Evaluates achievement and provides feedback towards learning objectives with individual RC, SC, Manager, Health Services – Home Care, other Managers or Directors.
- Provides ongoing information feedback to enable and empower RCs and SCs on task-related activities.

Process Management & Planning

- Reads and interprets biweekly payroll reports for Direct Service Staff (DSS) overtime, travel time, guaranteed hours, transportation cost or inconsistencies with scheduling practice guidelines.
- Audits the RC's and SC's Home Care Attendant schedules and matches to payroll reports; communicates concerns to Manager, Health Services – Home Care and respective RC or SC.
- Under the direction of the Manager, Health Services – Home Care, researches, designs and implements changes that improve clients' satisfaction, program costs and indicators, RC and SC productivity and work life.
- Recommends future program development opportunities.
- Identifies changing and internal issues that are helping or hindering quality and productivity.

Monitoring and Evaluation

- Establishes a performance measurement process to identify, monitor and analyze program activities and workload balance.
- Designs data collection tools and methodology and gathers data that is complete, accurate and reliable.
- Interprets and presents summary data to Manager, Health Services – Home Care and establishes an ongoing quality improvement cycle.

Communication

- Provides appropriate, effective and timely communication to Manager, Health Services – Home Care, Director, Health Services – Home Care, Palliative Care & Seniors, Resource Coordinator Specialists, committees and staff.
- Completes and submits month end reports to Manager, Health Services – Home Care and/or Director, Health Services – Home Care, Palliative Care & Seniors.
- Writes clear and concise reports (i.e. Progress Reports, Evaluation Reports, Recommendation Reports, memos and emails).

General

- 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. Achievement of defined goals.
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QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Post-secondary degree in Health/Social Science/Management/Business or equivalent combination of education and experience.

KNOWLEDGE REQUIRED:

- Knowledge of provincial Home Care Services and policies.
- Knowledge of applicable Collective Agreements to area of work.
- Knowledge and understanding of relevant Legislation and Standards; Human Rights, Workplace Safety & Health legislation etc.
- Knowledge and proficiency with Microsoft Office Suite applications such as Word, Excel, PowerPoint and Outlook.
- Knowledge and proficiency with Computerized Scheduling and Electronic Health Record Systems.

EXPERIENCE REQUIRED:

- Five (5) years' experience as a Resource Coordinator - Home Care Services.
- Five (5) years' experience in a computerized scheduling environment.

SKILLS/COMPETENCIES/CONDITIONS OF EMPLOYMENT:

- Demonstrated ability to use an analytical and inquiring approach to program development and problem-solving.
 - Demonstrated strong and effective interpersonal, communication and organizational skills.
 - Demonstrated ability to function independently and as a strong team player in a team environment.
 - Demonstrated ability to collect and analyze statistical information for evaluation and improvement.
 - 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.
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WORK CONDITIONS:

- No hazardous or significantly unpleasant conditions.

- May work occasionally evenings and weekends as necessary.
 - Ability to travel and adapt to significant travel time as well as different working environments in district offices.
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SALARY SCALE:

As per MGEU – Professional Technical Collective Agreement 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.