



POSITION DESCRIPTION

Position Title: Resource Coordinator
Department: Home Care
Classification: Resource Coordinator
Union: CUPE Community Support
Approved by: Regional Lead – Community & Continuing Care
Date approved: December 6, 2022

REPORTING RELATIONSHIPS

Position reports to: Manager, Health Services – Home Care
Positions supervised: None

POSITION PURPOSE

The Resource Coordinator is responsible for supervising and ensuring the efficient and effective delivery of personal care and home support services to Home Care Clients. The Resource Coordinator is responsible for the recruitment, orientation, scheduling, supervision, and evaluation of Home Care Attendants (HCA), Home Support Workers (HSW) and Supportive Housing Companions (SHC).

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:

Recruitment

- Identifies staffing resource needs and seeks out potential applicants through approved recruitment methods.
- Screens, interviews, and selects HCA/HSW/SHC using a standardized selection process in conjunction with Manager, Health Services - Home Care and/or Resource Coordinator Specialist.
- Notifies applicants of employment decision.

- Completes employment documentation for all successful applicants and forwards to payroll as per the Southern Health-Santé Sud hiring processes.

Orientation

- Provides orientation to program, employment conditions, position responsibilities, and administration for HCA/HSW/SHC.
- Ensures the incumbent is scheduled for all appropriate training sessions as outlined in the HCA orientation checklist.
- Completes orientation checklist and places it in employee's file.

Resource Management (Scheduling and Assigning)

- Responsible to schedule appropriate resources identified in client care plan, utilizing Provincial Scheduling Optimization Guidelines and within the provisions of the appropriate Collective Agreement.
- Assigns duties to the appropriate HCA/HSW/SHC in Procura.
- Identifies scheduling and assignment of HCA/HSW/SHC tasks to scheduling clerks where available.
- Maintains client and employee schedules in Procura.
- Verifies employee Procura timesheets.
- Notifies assigned worker of changes or termination of service as they occur and updates Procura accordingly.
- Schedules coverage for employees who are ill or on leave of absence, ensuring client information and employee schedule is provided to replacement staff.
- Ensures effective matching of employee to client; particularly as it relates to complex clients.
- Responds to any questions from employees or clients related to the schedule.
- Consults with the Case Coordinator to prioritize client service requests and to address any client concerns related to schedule.

Employee Supervision & Evaluation

- Provides supervision to HCA/HSW/SHC through structured, team meetings, onsite visits and is available for consultation.
- Completes bi-annual performance conversation of all supervised employees.
- Responsible for HCA/HSW/SHC performance management in consultation with Manager - Home Care Operations.
- Provides information, direction, and consultation regarding changes in assignments, program policies, or guidelines, and assists with problem solving as required to HCA/HSW/SHC.
- Identifies learning/resource needs of HCA/HSW/SHC and arranges appropriate training in consultation with Resource Coordinator Specialist.

Administration

- Manages the verification and processing of employee timesheets, mileage reports and conducts audits on these processes using the Procura system.
- Ensures the provisions of the Collective Agreement are met with direct service staff, including administrative processes related to worker's compensation, sick leave, assignment and seniority lists.
- Maintains personnel files in accordance with Southern Health-Santé Sud performance and management guidelines.
- Completes required documentation related to statistics, occurrence reports and other information as requested in accordance with program and Southern Health-Santé Sud guidelines.
- Receives, clarifies, and disseminates information to the appropriate team members as required.

Workload Management/Accountability

- Organizes and prioritizes workload for self and direct service staff based on program guidelines, client needs and the provision of the Collective Agreement.
- Consults Resource Coordinator Specialist regarding employee education, employee Return to Work and to assist with problem solving matters related to scheduling/staffing.
- Maximizes resources to meet service needs on a cost-effective basis.
- Consults Manager, Health Services - Home Care and identifies learning personal needs as they arise.
- Adheres to established Home Care policies and guidelines.
- Keeps current in knowledge/skills required for the position.
- Provides input into and maintains financial accountability.

Team Environment/Collaboration

- Communicates effectively with clients, families and the health care team.
- Utilizes a "What Matters to You" approach when communicating with clients and families.
- Reports issues related to client health status and/or care needs.
- Participates in identifying and solving Workplace Safety & Health issues.
- Reports unsafe working conditions to Manager, Health Services - Home Care.
- Constructively contributes to client care conferences where attendance is required.
- Actively participates in team meetings, staff meetings, committees and other program activities as requested.
- Participates in the orientation of new staff and schedules students for student observation.

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

1. Successful completion of probation.
2. Biannual performance appraisals.
3. Performance will be measured against the essential functions and basic duties.
4. Practice congruent with Southern Health-Santé Sud core values, strategic plan, policies/procedures and guidelines.

QUALIFICATIONS

Education/Certification:

- Recognized post-secondary diploma or degree in a Health-related field or Human Resource Management.
- Combination of education and work experience may be considered.

Knowledge required:

- Working knowledge of Home Care systems and programs.
- Working knowledge of relevant legislation and standards.
- Working knowledge of Collective Agreements.
- Proficiency in Microsoft Office Applications and Outlook.
- Working knowledge in the usage of office equipment.

Experience required:

- Minimum one (1) year experience as a Resource Coordinator.
- Minimum one (1) year supervisory experience in a unionized environment.
- Minimum one (1) year experience with electronic employee/client scheduling applications.
- Minimum three (3) years' experience in a health care environment.
- Minimum one (1) year experience with electronic employee/client scheduling applications.

Skills/Competencies/Conditions of employment:

- Demonstrated ability to schedule staff/clients in a computerized scheduling system.
- Demonstrated oral and written communication skills.
- Demonstrated ability to work effectively in a collaborative interdisciplinary environment.
- Demonstrated ability to function and make decisions independently.
- Demonstrated ability to use an analytical and inquiring approach to solve problems.
- Demonstrated ability to be flexible and well-organized.
- Demonstrated ability to work both independently with minimum supervision and as a team member.
- Demonstrated ability to meet tight deadlines and work in a time sensitive environment, managing competing priorities.
- 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
- Will work occasional evenings and weekends as per scheduled rotation
- Will be required to travel to other regional facilities as the position duties may require

SALARY SCALE

As per CUPE Community Support Collective Agreement

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.

