



## Job Description

### IDENTIFICATION

<i>Position Number</i>	<i>Position Title</i>	
<b>X-01-101</b>	<b>Manager of Continuing Care</b>	
<i>Department</i>	<i>Position Reports To</i>	<i>Sites</i>
<b>Continuing Care</b>	<b>Director of Client Services</b>	<b>Long Term Care, Home Care and Supportive Living Services</b>

### PURPOSE OF THE POSITION

To manage Continuing Care programs, to ensure the provision of efficient, effective resident/client-focused services and a high level of professional care.

### SCOPE

This position may be located at one of the Hay River Health & Social Services Authority (HRHSSA) locations. They include the Hay River Regional Health Center (HRRHC), the Gensen Building, Woodland Manor, Supportive Living Services and/or H.H. Williams Memorial Hospital (HHWMH). The HRHSSA is an accredited, integrated health authority that provides the following services: 19 acute inpatient beds (14 Community Support Beds, 1 Family Suite (Palliative), 2 Secure Rooms, 2 Observation beds), Emergency and Ambulatory Care, including dialysis and endoscopy; Midwifery Care and Delivery; 25 Long Term Care beds; Supportive Living Campus, a Territorial campus providing 11 permanent residences; Diagnostic Services (Diagnostic Imaging, Ultrasound, Mammography); Laboratory; Medical and Specialty Clinics including Diabetes programming; Social Programs (Community Counselling, Healthy Families and Child and Family Services) Community Health and Home Care, Rehabilitation which include Physiotherapy, Occupational Therapy and Speech Language Pathology; and a full range of Support Services.

Reporting to the Director of Client Services Services and working as a member of the management team the Manager of Continuing Care is responsible for the planning, developing, monitoring and evaluating the day to day operations of the Continuing Care programs, including Recreation Therapy, Home Care, Long Term Care and Supportive Living Services. These programs are provided at the residential care facility of Woodland Manor, the Supportive Living Campus, and an offsite location. Residents/clients require various levels of care due to physical and or cognitive decline/disabilities.

The incumbent is responsible for administering a budget of approximately \$7.16 Million and directly supervises 30 indeterminate positions including the Resident Care Coordinator, LPN's, and LTCA's, Activity Coordinators, SLS Program Supervisor, Home Care Supervisor, Client Monitors, and

Administrative staff. Indirectly supervises and additional 30 indeterminate staff, Day Program Facilitator, SLS-LPN, Home Support Workers, Home Care RNs, Home Care LPN, POSWs and RCAs.

The incumbent works with other Client Care Managers and teams to ensure proper assessment; planning, implementation and evaluating of client/resident care outcomes.

The position is out-of-scope and provides first level management and leadership to Continuing Care Services. The incumbent functions as a member of the management team.

Programs and services are managed in accordance with the Hay River Health and Social Services Authority's philosophy, policies and objectives, the collective agreement, relevant legislation, the Canadian Nurses Association, and the Department of Health and Social Services Program Standards for Continuing Care.

## **RESPONSIBILITIES**

### **1. Organizes, manages and supervises the departments' activities according to the Collective Agreement, Federal and Territorial Legislation, HRHSSA policies and procedures, and ensures the Continuing Care Service Programs are operating efficiently and equipped with the required human resources**

#### ***Main Activities***

- a) Manages, coordinates, and facilitates all aspects of human resources for the program areas to ensure the efficient and safe operation of the department:
  - Responsible for the hiring, developing and promoting of staff to enable the fulfillment of department objectives for all staff who are direct reports;
  - Participates with Human Resources in planning and orienting new staff who report directly to Manager;
  - Counsel's staff on performance and manages progressive discipline up to and including recommending discharge;
  - Monitors and evaluates job performance through the performance appraisal process to determine areas of strength and to assist in guiding staff to develop short and long term goals for the advancement of their careers;
  - Encourages positive working environment and relationships with staff members and other health care professionals on the health care team;
  - Accountable to direct staff to meet goals and objectives;
  - Ensures that staff are up-to-date on their required Certification/Licenses;
  - Organizes staff training for all departments;
  - Encourages an open, positive work environment by facilitating conflict resolution between team members.
  - Prepares shift schedules, approves and authorizes leave in accordance with the HRHSSA policies and the collective agreement.
  
- b) Promotes effective labor relations and ensures compliance with the collective agreement throughout the program areas
  - Represents the employer in discussions with the union on issues arising in the assigned program areas;
  - Facilitates dispute resolution and responds to level one grievances, consulting with Human Resources personnel as required to obtain advice and assistance;
  - Participates in the arbitration process as required;
  - Participates as a management representative on the Job Evaluation Committees as required;
  - Advises staff on the interpretation and the application of the collective agreement on issues affecting the department;
  - Participates in the formulation of collective bargaining proposals;

- Contributes to the formulation of labor relations policies.

**2. Develops and monitors approved operating business plan, capital and operating budgets for the Continuing Care Programs, consulting with staff, patients/residents and other program managers to integrate the department within hospital finances.**

***Main Activities***

- Develops funding proposals and program planning for the departments and special projects;
- Maintains effective liaison with the Department of Health and Social Services in the planning and delivery of Continuing Care Services to ensure compliance with Territorial standards and objectives.
- Evaluates departmental services and procedures to continually develop and improve cost-effective service and fund new efficiencies;
- Develops monthly variance reports and statistical reports as required for Long Term Care and Supportive Living Services, and reviews reports prepared for Homecare.

**3. Serves as the site administrator and coordinates the operation of the Continuing Care programs in accordance with HRHSSA policies and procedures and appropriate Standards of Practices ensuring they are run in a safe, efficient, client/resident- focused manner, providing quality client/resident care.**

***Main Activities***

- a) Directs, evaluates, and follows up on resident/client care in accordance with HRHSSA and department policies and procedures to ensure risk-free, high quality compassionate care of residents within a clean and safe environment:
- Promotes and ensures that all resident/client care personnel perform regular and special procedures in accordance with approved standards in a safe and competent manner;
  - Initiates workplace accident investigations and documents WCB occurrences in accordance with policies and procedures for all direct reports;
  - Directs the provision of resident/client care support in unusual or emergency situations to ensure safe care of patients/residents;
  - Organizes staff development and training to ensure team proficiency in meeting the needs of residents and clients;
  - Provides assistance for staff dealing with unusual or complex occurrences;
  - Deals with conflicts between staff, clients/residents, families and members of the community;
  - Identifies and actions program needs related to the maintenance of Woodland Manor and Supportive Living Service areas.
  - Prepares monthly, quarterly and annual reports on the programs operations and services for Long Term Care, reviews reports prepared for Home Care and Supportive Living Services.
  - Promotes positive relationships with staff, residents/clients, guardians, community representatives, and families.
  - Ensures appropriate scheduling and coverage Long Term Care and SLS;
  - Monitors and approves overtime;
- b) Collaborates with the Quality & Risk Department to ensure that Quality and Risk Management programs for the department are maintained under current professional standards of care and the recommended accreditation standards:
- Develops and monitors QA indicators with goals, interventions and evaluation of same clearly identified;
  - Maintains up-to-date departmental policies and procedures;
  - Prepares, achieves and monitors recommended Accreditation Standards;
  - Ensures the availability of current manuals and reference materials;

- Collects and analyzes departmental statistics and prepares reports for Long Term Care and reviews reports prepared by SLS and Home Care Supervisors;
- Reviews staff incident reports for all direct reports, formulates and evaluates action plans to address the problems identified in the incident report.

**4. Develops and fosters a team approach to the management and delivery of high quality care to all residents associated with the Continuing Care Programs.**

***Main Activities:***

a) Functions as a member of a multidimensional and interdisciplinary team to deliver quality care to patients/residents through continuous quality improvement within the organization and in the community:

- Participates on committees as required, such as Accreditation Committee, Infection Control Committee, Clinical Practice Advisory Committee, Occupational Health and Safety Committee, Palliative Care Committee, Pastoral Care Committee, Pharmacy Committee, Quality and Risk Management Council, Pre-Admission Committee for SLS, Continuing Care Policy Committees and other committees with the goal of improved client/resident care services;
- Participates on various interdisciplinary, interdepartmental committees to facilitate communication between departments on issues of mutual concern and interest e.g. Management Team Committee;
- Maintains effective interpersonal and public relations with HRHSSA personnel and community organizations;
- Participates in bi-monthly rounds with the LTC Multidisciplinary team;
- Participates in the NWT Continuing Care Managers meetings
- Continually seeks knowledge and skill required for practice and incorporates these into policies and professional practices;
- Encourages positive working relationships with other health care professionals on the health team;
- Monthly chart and department audits for Long Term Care;
- Acts as a resource/consultant for staff, clients/residents, families, and members of the community.

**5. Develops, administers, and monitors approved operating business plan, capital and operating budgets for Continuing Care departments and oversees financial matters for residents in Long Term Care.**

- Develops funding proposals and program planning for Long Term Care, Home Care, Supportive Living and special projects with input from SLS Program Supervisor and Homecare Supervisor;
- Evaluates services and procedures to continually develop and improve cost-effective service and fund new efficiencies;
- Develops monthly and quarterly variance reports and statistical reports as required for LTC and Supportive Living Services and reviews reports prepared by Home Care Supervisor;
- Supports individual residents in managing their finances and ensures the updating of residents' personal budgets in Long Term Care;
- Oversees and operates within the resident's personal budget and ensures the proper handling and security of residents' funds in Long Term Care.
- Authorizes financial expenditures related to individual LTC resident expenses and recycling funds;
- Ordering of SLS non-food supplies;
- Approving PO for grocery orders for SLS;
- Monitors and approves all supply requisitions for the Long Term Care and Supportive Living Services, and Home Care in the absence of the Supervisor for Home Care.

## **POSITION ROLE IN CLIENT & STAFF SAFETY:**

The HRHSSA is committed to creating a culture of safety throughout the organization. A culture of safety is necessary to provide optimal care to our clients, and a healthy workplace for staff. An organization with a culture of safety is characterized by several elements:

- Client-centered care;
- Healthy workplace;
- Open communication; and a
- Blame-free and accountable environment.

All staff throughout the organization shares the responsibility for client and staff safety by:

- Demonstrating a commitment to safety;
- Complying with safety policies, procedures and best practices;
- Identifying and reporting safety issues; and
- Participating in safety initiatives.

## **Criminal Record Check**

Employment with the Hay River Health & Social Services Authority is contingent on providing a satisfactory criminal record check including the vulnerable sector check to the Human Resources Office prior to the official start date of a position.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Experience in exercising professional judgment and problem solving.
- Knowledge of professional and legal components of nursing practice and current understanding of long term care health care issues.
- Demonstrated strong interpersonal and leadership skills.
- Excellent oral and written communication skills.
- Good computer skills and knowledge.
- Experience with planning, developing and managing: strategic, operational and program budgets and equipment.
- Ability to train and develop staff potential.
- Ability to develop schedules and understand staffing with modified schedules
- Knowledge and experience in quality improvement and risk management programs.
- Experience in dealing with human resources issues including knowledge and experience in interpreting and applying collective agreements.
- Proven experience in prioritizing demands in high volume constantly changing environment.
- Must be resourceful and innovative
- Knowledge and experience in a clinical care discipline and ability to promote high standards of practice, education, and administration in order to achieve quality care.
- Experience in producing results and functioning in a team-based setting.
- Able to function in a multi-cultural environment while maintaining sensitivity to others' situations and feelings.

These skills are generally acquired through the successful completion of a Bachelor of Nursing Program. Current NWT registration is required. A minimum of five years related experience in a long term care setting and three years of management experience preferred.

Must be able to acquire within a reasonable time frame and remain current with the following mandatory certifications:

- Blood Glucose Monitoring
- WHMIS

- Back Injury Prevention Program
- Occupational Health and Safety
- Fire training
- BLS Certification
- Hand Hygiene
- Non Violent Crisis Intervention

Supportive Pathways education is required, when available.

## **WORKING CONDITIONS**

### **Physical Demands**

Much of the time is spent sitting in a comfortable position with frequent opportunity to move about.  
Time spent sitting at the computer, desk or in meetings

High intensity 70%

Walking about

Low intensity 15%

### **Environmental Conditions**

Incumbent works in an office environment with medium exposure to infectious disease. Duty travel is required periodically.

Medium Intensity 50%

### **Sensory Demands**

Constant periods of concentration, accompanied by frequent interruptions which result in continually evaluating and shifting priorities. Senses must be utilized in observing residents, staff and their environment.

High Intensity 90%

Must frequently be able to prioritize and communicate demands from other departments and external customers. Constant use of the senses to make sound judgments.

Medium Intensity 50%

### **Mental Demands**

Establishing relationships with, and providing care to, residents who may be ill or disabled can be stressful, especially with the death or increased incapacitation of residents - daily - little control. Continuing Care residents may be especially demanding causing stress - daily - no control. Family members can be demanding and lacking understanding of the limits to care in a facility, causing stress for incumbents - occasionally - some control.

Medium Intensity 60%

Dealing with aggressive, confused, intoxicated, physically/verbally abusive residents - occasional - no control over exposure, some control over the outcome. For some residents a language barrier exists and trying to meet their requests and expectations can be stressful at times.

Medium Intensity 60%

The Manager is expected to remain calm, controlled and professional regardless of the situation and demonstrate care and compassion to the staff, resident, family and other members of the health care team.

Medium Intensity 60%

High turnover rates and the need to properly staff the units, along with the difficulty to recruit qualified staff leads to mental anguish, stress and fatigue which occurs on a daily basis.

High intensity 85%

As a member of the management team, the incumbent must often work long hours, is available to staff on evenings and weekends to resolve urgent situations or be informed of any unusual occurrences. Frequent disruptions of family/social life.

Medium Intensity 50%

**CERTIFICATION**

**Position Number: X-01-101-1590**

_____ Employee Signature	_____ Supervisor Title
_____ Printed Name	_____ Supervisor Signature
_____ Date	_____ Date
I certify that I have read and understand the responsibilities assigned to this position.	I certify that this job description is an accurate description of the responsibilities assigned to the position.
_____ Director/Chief Executive Officer Signature      _____ Date	
I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.	

**“The above statements are intended to describe the general nature and level of work being performed by the incumbents of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position”.**

Amended Effective November 1, 2006  
June 15, 2010 Scope & Client Safety  
Revised July 2010  
September 2012 – editorial changes only  
September 2016 – updated logo and scope  
December 2018 – updated direct reports, editorial changes, addition of Home Care.