



Hay River Health & Social Services Authority

3 Gaetz Drive, Hay River, Northwest Territories X0E 0R8

Job Description

IDENTIFICATION

<i>Position Number</i>	<i>Position Title</i>	
U05-39 -1380	Community Health Supervisor	
<i>Department</i>	<i>Position Reports To</i>	<i>Site</i>
Community Health Services	Manager, Primary Care & Community Health	H.H. Williams Memorial Hospital

PURPOSE OF THE POSITION

The Community Health Supervisor provides day to day leadership and direction to the Community Health and Community Health Enhancement Programs within established Health and Social Services Authority, Regional, Territorial and Professional nursing standards and policies. The overall result expected is client-centered care delivered in a holistic, client-centered approach to prevent and reduce the incidence of communicable disease, to restore and maintain the health of clients, to assist clients to achieve and maintain personal independence, to encourage healthy lifestyle choices and to promote community wellness.

SCOPE

This position is located at the Hay River Health and Social Services Authority (HRHSSA). The HRHSSA is an accredited, integrated health authority that provides the following services; 19 acute inpatient beds, emergency services and ambulatory care services including, dialysis and endoscopy; 10 Extended Long Term care beds; Woodland Manor a 15 bed long term care centre; Supportive Living Campus, a Territorial campus providing 10 permanent residences and 2 respite with a skills development centre; Diagnostic imaging, Ultrasound and Mammography; Laboratory services; Medical and Specialty Clinic services; Community Counselling services; Social

Services providing Child & Family Services; Community Health and Home Care Services; Rehabilitation services and a full range of support services.

This position reports to the Manager of Primary Care & Community Health. The Community Health and the Community Health Enhancement programs provide culturally sensitive care to referred clients in Hay River, the Hay River Dene Reserve, Enterprise, and to clients of other health authorities who are temporarily relocated to Hay River. Referrals are received from various sources (physicians, hospital units, acute and rehabilitation units, other health and social services agencies, and from the general public).

The Supervisor is a working supervisor that provides direct nursing care and supervises 2.5 FTE Public Health Nurses, 1 FTE Diabetes Nurse Educator and 1.0 FTE Dietitian.

The Supervisor works independently in the community within the parameters of the professional code of ethics, professional standards of nursing and the policies and procedures of the organization. The Supervisor works with several cultural groups and serves a population from newborn to the elderly. The incumbent works collaboratively with other disciplines of the HRHSSA.

The incumbent provides a broad range of nursing care based on the identified needs of the client. The nurse evaluates the outcomes of care by a variety of parameters (such as cost, time, client satisfaction, benefit, clients' health status). The problem solving, decision making and nursing care that the nurse provides have the effect of improving the client's level of health and then maintaining the health status in partnership with the client, family and community throughout the life cycle.

The Supervisor operates with a philosophy of promotion, prevention, restoration and maintenance through a client focused approach. The Supervisor works as a part of a multi-disciplinary team in partnership with other health authority departments, schools, business sector, aboriginal groups, non-governmental agencies, the GNWT Department of Health & Social Services, other governmental departments, and community agencies.

This position has a direct impact on the health of the community through the implementation of various health promotion and injury prevention activities, screening, follow up, and treatment of persons with various communicable diseases.

The Supervisor ensures that the health care team provides quality care by promoting staff development through performance appraisals, continuing education, updating policies and procedures, and participating on committees.

The Supervisor organizes departmental activities that promote client and family centered care.

The Supervisor ensures that additional funds acquired through other sources are spent appropriately and documentation requested is completed in an appropriate and timely

fashion.

RESPONSIBILITIES

- 1. The Supervisor, as the senior Community Health Nurse, oversees the day-to-day operation of the Community Health and Community Health Enhancement Programs and provides leadership, education and direction to staff.**

Main Activities:

- Participates with the manager in the recruitment, selection, orientation and performance management of staff positions in their area.
 - Provides orientation for staff from other departments and physicians.
 - Supervises the Community Health Nurses, Diabetic Nurse Educator and Dietitian.
 - Authorizes vacation and sick leave, and makes recommendations on the authorization of other leave requests.
 - Drafts the Community Health and Diabetic Program Operational Plans and budget with the manager for review by senior management.
 - Reports budget variances on a monthly basis.
 - Provides quarter status reports on Operations Plan.
 - Participates in drafting the Annual Report for Community Health and Diabetes Programs.
 - Acts as the first line of assistance for staff dealing with unusual or complex occurrences and deals with conflicts between staff and internal/external customers.
 - Participating in quality improvement activities such as: chart audits, client satisfaction surveys, accreditation and quality task teams.
 - Assists in the development of quality performance indicators.
 - Oversees the ordering of supplies, and approving requisitions up to the assigned limit.
 - Represents the departments on various committees.
- 2. Provides strategic and operational planning for Community Health Services to meet the needs of the community, according to HRHSSA Results Policies and Operational policies and procedures.**

Main Activities:

- Provides recommendations to Senior Management Team for strategic planning.
- Plans in accordance with Acts and Regulations pertaining to nursing and health care.
- Identifies program goals and develops program format.
- Annually prepares O & M and Capital budget forecasts for Public Health, Environmental Health and Home Care Enhancement Programs.
- Guides community consultation process for identifying population health needs.

- Collects, analyzes and prepares reports on departmental statistics for Senior Management and/or DH&SS.
 - Monitors monthly budget and purchase reports.
- 3. Organizes resources in accordance with HRHSSA policies and procedures and RNANT/NU practices to ensure goals and objectives of the organization and the department are achieved.**

Main Activities:

- Reviews requests and referrals for service.
 - Initiates, develops and maintains cooperative and effective relationships within the department, with other health care professionals on the health care team, and community organizations/agencies, including First Nations groups.
 - Participates on various interdisciplinary committees to facilitate communication between departments.
 - Reviews and regularly updates manuals and departmental policies and procedures in consultation with Senior Management for appropriate revisions.
 - Ensures current evidenced based manuals and literature is available.
 - Represents the department on various internal and external committees.
 - Attends client case conferences with the multidisciplinary team when necessary.
 - Organizes, coordinates, and facilitates health related workshops and education seminars/classes within the community in response to identified needs.
 - Participates in the HRHSSA accreditation process.
 - Provides information to the Town Council on community health issues and lobbies for implementation and updating of applicable bylaws.
- 4. Contribute to own professional development and the development of the Community Health program in order that the highest standards are reached and that the program continues to offer services that are both cost efficient and effective.**

Main Activities:

- Furthers own education and personal development by: attending in-services, conducting self directed studies, pursuing professional development activities and reviewing current literature.
- Prepares and presents information in-services to other health professionals, community groups, facility staff and the public.
- Acts as a preceptor/ supervisor of nursing students from both local and southern post-secondary institutions.
- Maintains membership or liaison with nursing organizations, social, health and other groups.
- Deals with conflicts or complex problems with clients or between staff.
- Acts as a Clinical resource/consultant for staff.
- Schedules and facilitates staff meetings.

- Promotes continuing education for staff and ensures staff has the required Certifications/Licenses.
- Participates in assisting and guiding staff to develop short and long term goals for the advancement of their careers.

5. Monitors and evaluates the performance of the CHS department using performance indicators in accordance with Quality Assurance practices, RNANT/NU practices, and HRHSSA Results policy and Operational policy and procedures.

Main Activities:

- Analyzes, designs, coordinates, and evaluates programs on an ongoing basis in response to community needs and issues.
- Develops and monitors department goals and objectives.
- Evaluates patient care in accordance with recommended standards.
- Monitors and maintains equipment, inventory and supply levels. Orders and maintains vaccines as required.
- Develops and monitors performance indicators for QA and Risk Management programs.
- Maintains approved standards of training to ensure that staff delivers care in a safe and competent manner.

6. Provides professional nursing care and sanctioned-transferred medical functions to clients in accordance with NWTRNA practices and HRHSSA policies and procedures.

Main Activities:

- Performs clinical duties as required, i.e., in communicable disease outbreak, emergency situations, and staff shortages.
- Advocates for clients to promote development of resources and equitable access to health and related services.
- Continually seeks knowledge and skills required for practice and incorporates these into policies and nursing practice.

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

- Strong leadership and interpersonal skills.
- Ability to communicate effectively with clients and colleagues of different ages and cultures.
- Good organization and team management skills.
- Ability to problem solve and exercise professional judgment.
- Ability to function and produce results in a team-based setting.
- Ability to train and develop staff potential.
- Knowledge of current health care and nursing trends and the ability to promote high standards of nursing practice, education, and administration.
- Knowledge of current nursing theory, Community Health practices and regulations, public health practices and regulations.
- Ability to plan, develops, and manages: strategic, operational, program, budgets and equipment.
- Knowledge of quality improvement and risk management programs.
- Computer literacy skills, familiarity with current office programs and the Internet are desired.
- Ability to deal with Human Resource issues including knowledge of the Collective Agreement
- Knowledge of multi-cultural environment and a sensitivity to others' situations/feelings
- A Baccalaureate degree in Nursing or have five years of previous community health experience with at least three years of Management experience is preferred.
- Current active registration in the RNANT and Nunavut is required.
- Current Certification in CPR is required.
- Valid class 5 driver's license required.

WORKING CONDITIONS

Physical Demands

Demand	Frequency	Durations	Intensity
Carry heavy, bulky supplies and containers when they travel (scales, sharps containers, immunization equipment, documents)	1-4 times per month	Varies	Moderate
Prolonged sitting at a computer/desk and keyboarding	Daily	3 -4 hours	Moderate
Required to move heavy tables, chairs and equipment when setting up for meetings	5 - 10 times yearly	25 min	Low
Good body mechanics will decrease chance of injury. Is able to take scheduled breaks from the computer.			

Environmental Conditions

Demand	Frequency	Durations	Intensity
Exposure to communicable diseases	Daily	30- 60 mins	Moderate
Exposure to blood and body fluids	1 - 5 times per year	Variable	Moderate to High
Travel in adverse weather conditions to meetings/workshops, client visits (for supervision or case conferences)	Weekly	Variable	Moderate
Exposure to dog bites, falls, car accidents, and assaults in a client's home while performing home visits	5-10 times per year	Variable	Low to Moderate
Exposure to hazardous substances	Daily	Variable	Moderate
The incumbent reduces their risk of injury by ensuring up to date immunization status and practicing universal precautions with all clients and applies WHMIS knowledge.			

Sensory Demands

Demand	Frequency	Durations	Intensity
Language barriers, poor reading and writing skills, and cognitive and mental impairments in clients	Daily	Variable	Moderate
Operates various pieces of equipment: thermometers, blood pressure monitors, stethoscopes, scales, audiometers, vision charts, needles & syringes, otoscopes, ophthalmoscopes, tympanometer, hemoglobinometer, glucose monitoring equipment	5- 10 times daily	Minutes to hours	Moderate to High
Works on several projects or requests simultaneously	Daily	Minutes to hours	Moderate

Constant periods of high acuity demand long periods of concentration, accompanied by frequent interruptions and resulting in continually evaluating and shifting priorities	Daily	30 minutes to 5 hours	Moderate
Must constantly be able to prioritize and communicate demands from department and clients.	Daily	30 minutes to 5 hours	High

Mental Demands

Demand	Frequency	Durations	Intensity
Exposure to clients with complex needs and emotionally disturbing experiences and histories of trauma	Daily	Variable	Moderate to High
Dealing with aggressive, intoxicated, potentially abusive, and volatile clients and/or family in home and office setting	Daily	Variable	Moderate
Enter unsafe conditions such as client's homes that are unfamiliar and which may pose a threat to their safety	5-10 times per year	Variable	Moderate
Expected to remain calm, controlled and professional, regardless of the situation and demonstrate care and compassion to the staff, client, family and other members of the health care team	Daily	Minutes to Hours	High
Expected to continuously evaluate programs, prioritize care, and meet the demands of a dynamic and changing environment	Daily	Minutes to Hours	High
Expected to meet the demands of: dealing with budget cuts and restraints, deadlines in submitting reports, proposals and audits, recruiting qualified staff for the departments and providing increased services with fewer resources. These demands lead to increased mental stress and fatigue	Daily	Minutes to Hours	High

CERTIFICATION

Position Number: U-05-39-1380

_____ 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”.

February 2005 – editorial changes
April 2005 – Updated
Revised-Team Lead Nov.2010
April 2011 – Name Changed to Supervisor
Sept.2011-Updated Scope
August 1, 2012 reports to change