



POSITION DESCRIPTION

POSITION TITLE:	HOME CARE RESOURCE COORDINATOR
DEPARTMENT:	HOME CARE
CLASSIFICATION:	HOME CARE RESOURCE COORDINATOR
UNION:	MGEU – FACILITY SUPPORT

REPORTING RELATIONSHIPS

POSITION REPORTS TO:	CLINICAL TEAM MANAGER – HOME CARE
POSITIONS SUPERVISED:	HOME CARE ATTENDANTS; HOME SUPPORT WORKERS

POSITION SUMMARY

The Home Care Resource Coordinator works under the supervision of the Clinical Team Manager – Home Care and is responsible for the recruitment, orientation scheduling, supervision and evaluation of Home Care Attendants (HCA). As a member of the Home Care Team, the incumbent supervises and ensures the efficient delivery of services to Home Care clients by coordinating HCAs in accordance with programs standards, policies and care plans developed by the Home Care Case Coordinator. The position of Home Care Resource Coordinator functions in a manner consistent with, and supports the Mission, Vision and Values of the Interlake-Eastern Regional Health Authority.

ESSENTIAL FUNCTIONS AND DUTIES

Function and duties include but are not limited to the following:

Recruitment

- Responsible for initiating recruitment of HCAs based on identified need; liaises with Clinical Team Manager – Home Care and Human Resources Department regarding recruitment strategies and activities

- Screens, interviews and selects HCA
- Completes employment documentation for all successful applicants and forwards to payroll department.

Orientation

- Coordinates orientation to program, employment conditions, and position responsibilities.

Resource Coordination (Scheduling and Assigning)

- Receives Client Care Plan from the Home Care Case Coordinator and schedules appropriate resources for the assignment based on identified client need.
- Assigns duties to the appropriate HCA, ensuring that staff assigned is appropriately skilled/trained to provide the services requested in accordance with delegated task guidelines, Workplace Safety and Health requirements, MGEU Community Support contract and Homecare policies and guidelines.
- Provides assigned workers with assignments and client information.
- Schedules staff in a cost effective manner with a minimization of overtime.
- Applies appropriate scheduling techniques using the Procura Scheduling system to reduce operational costs, e.g. travel time, split shifts, overtime , etc.
- Manages and audits the verification and processing of employee timesheets, mileage reports.
- Troubleshoots payroll concerns as required.
- Maintains and assigns employee additional hours availability in the Procura application-in accordance with collective agreement and program policy.
- Notifies assigned worker of changes or termination of service as they occur and updates schedules accordingly within Procura.
- Approves and schedules coverage for employees who are ill, on leave of absence and / or vacation.
- Provides client information and appropriate schedules to replacement staff.
- Liaisons with community supports ie: ADP, Community Bath Program, hospital and other group programs and activities for scheduling.
- Responds to any questions from employees or clients related to the scheduled service.
- Consults with the Home Care Case Coordinator to prioritize client service requests and to address any client concerns related to scheduled service.
- Contributes constructively to client care conferences where attendance is required.
- Schedules Home Care Attendants into training sessions and communicates same to staff.
- Adheres to PHIA and FIPPA legislation.

Employee Supervision

- Provides supervision to HCA primarily through telephone direction, structured in office supervision, team / staff meetings, and occasional on site visits (as required).
- Manages employee performance and determines corrective action after investigation of incident/concern. Active in and follows regional performance management policy. Keeps Manager advised of any performance management issues, seeking advice as needed.
- Consults with Home Care Case Coordinator, or Clinical Team Manager – Home Care-as needed to provide supervision to HCA.
- Provides information, direction, and consultation regarding changes in assignments, program policies, or guidelines, and assists with problem solving as required.
- Provides direction in the appropriate use of Home Care equipment and supplies.

- Provides direction, support and coaching regarding client specific situations and adapting to workplace change.
- Receives and investigates complaints and occurrence reports involving staff. Submits reports to Home Care Case Coordinator and Clinical Team Manager – Home Care.
- Attends Graduated Return to Work meeting with employee and works alongside the Interlake-Eastern RHA Disability Management Consultant to ensure safe gradual return to work programs are created for employees requiring same.
- Ensures the provisions of the Collective Agreement are met with HCAs, including administrative processes related to workers compensation, sick leave, assignment and seniority lists.

Employee Evaluation

- Monitors and assesses staff performance on an ongoing basis, identifying and resolving problems related to standards of performance, in consultation with the Clinical Team Manager Home Care.
- Identifies learning / resource needs of HCA and notifies supervisor.

OTHER

- Pursuant to the Regional Health Authority Act, Interlake- Eastern RHA is designated bilingual (English/ French). Accordingly, all employees accept the responsibility to support clients in their official language of choice.
- Performs other duties as assigned.

QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Recognized post secondary certificate and/ or diploma in a health related field or Human Resources Management preferred
- Combination of education and work experience may be considered as acceptable

REQUIRED KNOWLEDGE:

- Working knowledge of an automated scheduling system preferred
- Demonstrated knowledge and understanding of cultural diversity as it related to clients and staff.

EXPERIENCE REQUIRED:

- Minimum two (2) years directly related experience in coordinating and scheduling human resources in the delivery of service to clients
- Minimum two (2) years supervisory experience preferably within a unionized environment

SKILLS/COMPETENCIES:

- Intermediate keyboarding and computer skills.
- Must possess a valid Manitoba Driver's license and have access to a reliable vehicle
- Excellent verbal and written communication skills.
- Ability to establish and maintain effective interpersonal working relationships.
- Excellent organizational and prioritization skills

- Demonstrated ability to work in a fast-paced environment with constant reprioritization of a large, complex workload to meet deadlines
 - Given the cultural diversity of our region, the ability to communicate in more than one language would be considered an asset.
 - Proficiency of both official languages is essential for target and designated bilingual positions.
 - Completes and maintains a satisfactory pre-employment security check.
 - Satisfactory employment record.
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WORK CONDITIONS

- The incumbent functions autonomously on a day-to-day basis and manages assigned duties accordingly.
 - May be required to travel throughout the region as duties may require.
 - No hazardous or significantly unpleasant conditions.
 - All health care workers are required to be immunized as a condition of employment in accordance with the Interlake-Eastern RHA Policy GA-13-P-110 Required Immunizations for Health Care Workers.
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WORKPLACE SAFETY AND HEALTH

The incumbent contributes to making the organization safe for clients and staff and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.

- Provides a safe environment by ensuring adherences to Workplace Safety and Health Regulations and Policies, Infection Control Guidelines, WHMIS and Safe Work Procedures. Immediately investigates and recommends corrective action on any unsafe acts, work conditions, incidents, near misses, injuries or illnesses.
- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facility's Fire, Disaster and Evacuation Plan.

PATIENT SAFETY

- Ensures patient safety and patient safety activities are emphasized throughout orientation, training and ongoing performance evaluation and mentoring.
 - Supports an environment which avoids, prevents and corrects all activities or actions which may result in an adverse outcome in the delivery of health care services. Patient safety is a standing item for all individual and departmental meetings.
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Created: _____
Date

Revised: _____
June 2017
Date

Approved by: _____
Regional Manager/ Supervisor _____
Date

Approved by: _____
Vice President/ CEO _____
Date

Reviewed by: _____
Vice President, Human Resources _____
Date

Position 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.