
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:	Manager - Health Services, Home Care
POSITIONS SUPERVISED:	HOME CARE ATTENDANTS

POSITION SUMMARY

The Home Care Resource Coordinator works under the supervision of the Manager Health Services – Home Care and is responsible for the recruitment, orientation, payroll, 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 client service requests. 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.

Interlake-Eastern RHA is committed to responding to the [Truth and Reconciliation Commission of Canada's Calls to Action](#) and to creating working environments free of racism for both relatives and employees. All staff members are encouraged to seek and identify patterns of harm toward Indigenous, black, and marginalized relatives and employees and to take actions to disrupt any form of racism. Collectively and individually, we are growing cultural competency capacity by implementing the region's anti-racism action plan.

ESSENTIAL FUNCTIONS AND DUTIES

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

RECRUITMENT

- Recruit HCAs based on identified needs.
- Collaborate with the Manager, Health Services on recruitment strategies.
- Screen, interview, and select HCAs based on specified criteria.
- Complete employment documentation and forward to relevant departments.
- Arrange and support orientation on program, employment conditions, and responsibilities.

EMPLOYEE SUPERVISION AND EVALUATION

- Provide direction on assignments, policies, and problem-solving.
- Guide the appropriate use of Home Care equipment and supplies.
- Support HCAs in adapting to client-specific situations and workplace changes.
- Address client concerns regarding HCA care provision.
- Monitor staff performance, conduct formal evaluations, and support staff development.
- Perform audits to ensure adherence to best practices, safety protocols, and standard operating procedures.
- Address performance issues and implement corrective actions in collaboration with the Manager, Health Services, and Human Resources (HR).
- Complete probationary reviews and performance conversations.
- Ensure compliance with Workplace Safety & Health standards.
- Resolve conflicts using effective communication and HR support.
- Provide support to HCAs on work obligations and refer to appropriate services (e.g., Employee Assistance Plan, Benefits).
- Investigate and complete occurrence reports in RL6.
- Participate in Graduated Return to Work meetings and create safe return-to-work plans.
- Ensure compliance with the Collective Agreement.
- Identify learning and resource needs of HCAs and ensure staff meet requirements.
- Approve time-off requests.

FINANCIAL MANAGEMENT

- Verify HCA hours and ensure accuracy in the Electronic Home Care Record.
- Ensure accurate payment for transportation costs including travel time and mileage claims.
- Approve HCA schedules and initiate pay adjustments as necessary.
- Audit billing procedures for accuracy.
- Monitor and control costs, including overtime and supplies.

OTHER

- Review, interpret and act on information provided through various reports.
- Participate actively in team meetings, committees, training opportunities for specialized program initiatives, and other program activities as requested.
- Pursuant to the Health System Governance and Accountability Act, Interlake- Eastern RHA is designated bilingual (English/ French). Accordingly, all employees accept the responsibility to support clients in their official language of choice.
- Perform other duties as assigned.
- Adhere to PHIA and FIPPA legislation.

QUALIFICATIONS

EDUCATION/CERTIFICATION:

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

REQUIRED KNOWLEDGE:

- Working knowledge of an automated scheduling system.
- 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 within a unionized environment.
- Minimum one (1) year recent supervisory and coordination experience in a community health setting.

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.
- Mental and physical ability to meet the demands of the position.
- 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.

WORK CONDITIONS

- The incumbent functions autonomously on a day-to-day basis and manages assigned duties accordingly.
- Required to travel throughout the region.
- 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.

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 adherence to Manitoba Association of Safety in Healthcare (MASH), 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 a working knowledge of Workplace Hazardous Materials Information Systems (WHMIS) and adheres to procedures for handling and storing controlled substances as described in the Material Safety Data Sheets (MSDS). Uses personal protective equipment as required.
- 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.

Created: June 2017
Date

Revised: March 2025
Date

Approved by:  March 14, 2025
Director, Health Services Date

Approved by:  March 14, 2025
Executive Lead, Health Services/CEO Date

Reviewed by:  March 14, 2025
Executive Lead, 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.