



POSITION DESCRIPTION

POSITION TITLE: REGIONAL PATIENT CARE MANAGER

DEPARTMENT: ACUTE CARE

CLASSIFICATION:

UNION: NON UNION

REPORTING RELATIONSHIPS

POSITION REPORTS TO: DIRECTOR HEALTH SERVICES, ACUTE CARE

POSITIONS SUPERVISED: DIRECT SERVICE EMPLOYEES IN ACUTE CARE PROGRAM

POSITION SUMMARY

Reporting to the Director Health Services, Acute Care, the Regional Patient Care Manager is accountable for providing regional professional nursing management and support for the direct service employees within the Acute Care program.

The Regional Patient Care Manager will exercise initiative and independent judgment in determining work priorities, work methods to be employed, bed management, and action to be taken on unusual matters.

The Regional Patient Care Manager will be the first call for acute care sites in the region in the absence of the site or unit manager. The Regional Patient Care Manager will involve the appropriate acute care manager on call as needed.

The position of Regional Patient Care Manager functions in a manner consistent with, and supports the Mission, Vision and Values of the Interlake-Eastern Regional Health Authority.

ESSENTIAL FUNCTIONS AND DUTIES

The Regional Patient Care Manager is responsible for the supervision of acute care services to all patients within the region, as assigned, within the defined budgets and resources, which include but are not limited to the following:

- Interprets the acute care program policies and procedures to assigned staff on an ongoing basis and ensures that program goals and care standards are met.
- Helps establish and maintain guidelines for staffing to support acute care programs and has input into functions such as recruitment, orientation, development and ongoing assessment of acute care nurses, including clinical performance and professional conduct.
- Assesses staffing levels, bed utilization and workload and makes changes as necessary to facilitate safe staffing levels on the acute care units.
- Coordinates service delivery between programs and/or departments as necessary to support safe care of patients and their families, including the approval and mandating of overtime as required.
- Ensures that nursing practice is within the parameters of safe practice at all times.
- Identifies educational and professional development needs of nursing staff on a collective and individual basis.
- Ensures supervision of acute care staff consistent with the provisions of the current collective agreements.
- Works cooperatively with other programs and partners and ensures coordination of processes relating to patient care and patient flow.
- Communicates pertinent program issues and needs to Director Health Services, Acute Care on a timely basis.
- Submits reports as required and notifies Director Health Services, Acute Care of any critical situations that may impact the health or wellbeing of patients in the region.
- Advises and assists the Director Health Services, Acute Care in ensuring that program planning is responding effectively to patient needs.
- Assists in regional undertakings and projects as assigned such as Accreditation, Continuous Quality Improvement, Risk Management, etc.
- Represents the acute care program at meetings, discussions or committees as assigned.
- Assumes delegated responsibility for the Acute Care Program in the absence of Acute Care Directors and Clinical Team Managers.
- Recognizes patient safety as a priority and participates in the reporting of and follow up as required.
- Promotes healthy public relations between patients, families and visitors.
- Provides input into the development of budget estimates for assigned programs as requested.
- 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.

OTHER:

- Performs other duties as assigned.

QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Bachelor of Nursing Degree or Registered Nurse Diploma
- Current registration and a member in good standing with the College of Registered Nurses of Manitoba
- Health Services Management course or equivalent

REQUIRED KNOWLEDGE:

- Knowledge of all aspects of regional acute care systems and programs
- Knowledge of all relevant legislation and standards

EXPERIENCE REQUIRED:

- Minimum five (5) years Acute Care nursing experience
- Three (3) years supervisory experience preferred

SKILLS/COMPETENCIES:

- Demonstrated ability to function within the professional code of ethics, professional standards and legislative requirements of the profession
 - Ability to use an analytical and inquiring approach to program development and problem-solving
 - Ability to work effectively with others in a multi-facility and program system
 - Strong interpersonal, communication and organizational skills
 - Demonstrated oral and written communication skills
 - Physical and mental ability to perform the demands of the job
 - Proficiency with Microsoft Office suite and programs
 - Valid Driver's license and vehicle
 - Given the cultural diversity of the 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.

Created:	August 2014		
	Date		
Revised:	April 2023		Date
Approved by:	Regional Manager/ Supervisor		Date
Approved by:	Regional Lead/ CEO		Date
Reviewed by:	Regional 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.