



POSITION DESCRIPTION

POSITION TITLE: HOME BASED CARE NURSING SUPERVISOR

DEPARTMENT: HOME CARE SERVICES

CLASSIFICATION:

UNION: OUT OF SCOPE

REPORTING RELATIONSHIPS

POSITION REPORTS TO: CLINICAL TEAM MANAGER – HOME CARE, AND ALLIED HEALTH SERVICES

POSITIONS SUPERVISED: DIRECT SERVICE NURSES; LPN AND RN IN THE HOME CARE VISITING NURSE PROGRAM; SPECIALTY PROGRAM NURSES – WOUND CARE, PALLIATIVE CARE, ETC.

POSITION SUMMARY

Reporting to the Clinical Team Manager – Home Care, and Allied Health Services, the Home Based Care Nursing Supervisor functions as part of the multidisciplinary team and Home Care, Seniors and Allied Health Leadership team to ensure the delivery of a consistent standard of client nursing services and improve the standard of nursing client services within home based service delivery. This is achieved through responsible management of nursing staff and other resources. The Nursing Supervisor manages and supervises professional staff according to the MNU collective agreement, CRNM Standards of Practice and Operational Standards within the Interlake-Eastern Regional Health Authority.

The position of Home Based Care Nursing Supervisor 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 Nursing Supervisor is responsible for supervision of Home Care nursing services and specialty nursing positions such as Palliative Care and Wound Care who offer services to all clients within the region, as assigned, within the defined budgets and resources.

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

HUMAN RESOURCE MANAGEMENT

A. Supervision

- Directly supervises nursing staff in the Home Care community offices who provide care in client's home and in wound and IV clinics and nurses who work in specialty programs under Home Care such as Palliative Care and Wound Care.
- Ensures that nursing assignments are fairly distributed amongst staff and that staff have the appropriate education to meet nursing competencies to complete the work they are assigned.
- Creates schedules which ensure the provision of safe care for clients, are within program budgets and which comply with various MNU Collective Agreement and IERHA operational expectations including, but not limited to: statutory holidays, vacations, etc.
- Includes monitoring income protection and managing requests for leave including banked time and vacation.
- Monitors and assesses staff performance on an on-going basis against program standards, identifies areas for growth, and performs formal performance appraisals as per organizational guidelines.
- Reviews performance issues with nurses and follow through with developmental or disciplinary action as appropriate, involving the Clinical Team Manager and Human Resources as necessary.
- Represents the employer at meetings with the union and participates in the grievance procedure including responding to individual grievances.
- Identifies potentially unsafe client care practices, initiates appropriate intervention, education and follow up.
- Provides direction, support and coaching regarding client specific situations and adapting to workplace change.
- Identifies potentially unsafe client care practices, initiates appropriate intervention, education and follow up in consultation with the Clinical Team Manager.
- Ensures that the safety standards for working in the community are met (i.e. Working Alone, Post Exposure Protocol (PEP), Safe Visit Plans (SVP), etc.)

B. Financial Management

- Working alongside the CTM, approves any nursing over-cost services/supplies and assesses ongoing service or supply requirements for nursing coordinated only clients to ensure financial responsibility and budget expectations.
- In collaboration with the CTM, manages and monitors the use of agency staff in a fiscally responsible manner.
- Authorizes and monitors overtime.
- Monitors nursing supply usage, reports variances and provides recommendations to the CTM.

C. Recruitment and Staff Development

- Plans for recruitment, hiring, orientation, development and ongoing assessment of home care nurses, palliative care and wound care positions, including professional conduct, and managing performance (includes the completion of performance appraisals and imposing discipline). Ensuring nurses meet caseload demands by keeping abreast of current service demands and trends in service needs.
- Provides/facilitates opportunities for Home Care, Palliative Care and Wound Care nursing staff education.
- Facilitates the orientation and mentoring of new and existing staff and students.

- Contributes to the assessment evaluation and performance appraisal of the clinical practice of staff in collaboration with the Clinical Team Manager and in accordance with the College of Registered Nurses of Manitoba (CRNM).

CLINICAL RESOURCE MANAGEMENT

- Acts as a clinical resource for nurses and other members of the multidisciplinary team.
- Uses nursing knowledge in assessing client situations and directing professional staff to ensure the best possible client outcomes.
- Maintains effective communication links with collaborative partners and health care staff in other institutions or agencies.
- Completes regular caseload reviews and audits as per operational guidelines to ensure clients receive appropriate levels of service, appropriate length of service, and correct service provider as outlined in the Manitoba Home Care Protocols and Direct Service Nurse procedures.
- Monitors operations and statistical data collection of Home Care wound and IV clinics
- Participates in the development and communication of the Home Care, Palliative Care and Wound Care clinical nursing program standards and policies.
- Interprets the home care nursing program procedures and clinical standards to assigned staff on an ongoing basis and ensures that program goals and standards are met.
- Ensures that nursing practice is within applicable program mandates and parameters of safe practice at all times.
- Provides direction, support and coaching regarding client specific situations in the community or clinic and adapting to workplace change.
- Ensures Policies, Procedures and guideline pertaining to nursing care and tasks are being adhered to and Assigned Task Training is being met.
- Provides clinical feedback/direction to program teams in the implementation of nursing care and supports.
- Organizes workload according to priorities, differentiating between essential tasks and routine work.
- Ensures nurses maintain appropriate caseload numbers, and workload in the respected programs, community and home care clinic.

ADMINISTRATION

- Ensures that program and operational standards are maintained.
- Produces required reports; records and documents in accordance with program requirements.
- Participates in the decision making related to the allocation of home care nursing resources through the budget and variance reporting process.
- Collaborates with case coordinators, nurses and other team members to complete client service delivery plans.
- Participates in the Regional WC Committee; the home care case coordinator Committee and other committees that the Clinical Team Manager deems appropriate.
- Advises and assists the CTM in ensuring program planning is responding effectively to client needs.
- Documents and recommends corrective action for clinical occurrence and workplace safety and health issues.
- Has a solid understanding and is able to interpret and apply the MNU Collective Agreement.
- Liaises with Disability Management Program, HR, and Union as required.

DECISION MAKING

- Determines the timely allocation of nursing resources to meet needs, according to established prioritization principles and client safety.
- Reports critical incidents appropriately using established protocols.
- Deals with informal complaints in a timely way to facilitate positive client outcomes, and participates in the formal complaint process.
- Uses conflict resolution skills, open communication and HR resources as appropriate, to positively resolve issues.
- Makes decisions in accordance with established guidelines and regional policies and program specific procedures.
- Demonstrates creativity and initiative in managing workload.
- Accesses appropriate resources in a timely way to make decisions related to complex issues.
- Understands and uses protocol and standardized risk assessment tools (i.e. working Alone Plan and Post-Exposure Protocol).
- Analyzes and evaluates information and situations to address service delivery.
- Participates in clinical support activities, such as: quality improvement, policy or procedure development and program planning.

PROFESSIONAL AND SELF-DEVELOPMENT

- Participates in formal self-evaluation by identifying areas of strength and opportunities for development.
- Seeks guidance as appropriate.
- Participates in relevant educational programs and workshops to increase professional/clinical competence and to meet personal needs and goals.
- Practices within the legal limitations and ethical expectations of the provinces nursing colleges, associations and the Canadian Nurses Association.

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:

- Baccalaureate Degree in Nursing required.
- Advanced Wound Care Education (level 2).
- Current active registration with the College of Registered Nurses of Manitoba and a member in good standing required.
- Completion of Human Resource Management courses preferred.

REQUIRED KNOWLEDGE:

- Human Resource management
- Ability to organize material and teach at an individual and group level.
- Knowledge of current evidence based practice.
- Ability to make safe and effective decisions regarding nursing care and standards, both independently but also within the context of the broader health care team.
- Evidence of ongoing professional development.

EXPERIENCE REQUIRED:

- Minimum of three years recent clinical nursing experience.
- Experience in supervising and scheduling staff
- Case management experience is an asset

SKILLS/COMPETENCIES:

- Effective verbal and written communication skills, with individuals and groups.
- Demonstrated ability to practice in a consultative/collaborative method with a focus on family and client centered care.
- Demonstrated organizational and time management skills and the ability to deal with competing demands.
- Strong advocacy skills for adherence to clinical, evidence based practice.
- Ability to work within a multidisciplinary team environment.
- Demonstrated ability to respect confidentiality including paper, electronic formats and other mediums.
- Demonstrated advanced practice knowledge and skills in direct clinical care.
- Proficiency with MS Windows and all MS Office applications.
- Effective leadership skills, including problem solving & organizational skills.
- Ability to adapt and apply knowledge/skills in a variety of environments.
- Ability to meet the physical and mental demands of the job.
- Valid Class 5 drivers' license and access to a vehicle.
- 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 including a good attendance record.

WORK CONDITIONS

- The incumbent functions autonomously on a day-to-day basis and manages assigned duties accordingly.
- Will 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.

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: September 2020
Date

Revised: _____
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.