



## POSITION DESCRIPTION

**POSITION TITLE:** MANAGER, HOME CARE – SENIORS SUPPORTS

**DEPARTMENT:** HOME CARE AND PALLIATIVE CARE SERVICES

**CLASSIFICATION:**

**UNION:** NON UNION

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## REPORTING RELATIONSHIPS

**POSITION REPORTS TO:** REGIONAL DIRECTOR, HOME CARE & PALLIATIVE CARE SERVICES

**POSITIONS SUPERVISED:** SUPPORTIVE HOUSING SUPERVISOR  
SERVICES TO SENIORS COORDINATORS & SPECIALIST  
REGIONAL COORDINATOR FOR COMMUNITY SENIORS HEALTHY AGING

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## POSITION SUMMARY

Under the direction of the Regional Director, Home Care & Palliative Care Services, the Manager, Home Care – Seniors Supports has a key role within the IERHAS' Home Care Program in managing, administering, implementing and delivering the supportive housing programs within our region. The Manager, Home Care – Seniors Supports works in collaboration with multiple stakeholders in communities to plan, develop and safely operate supportive housing and acts in the role of Property Manager to the two elderly persons housing buildings owned and operated by the Interlake-Eastern RHA.

The Manager, Home Care Senior Supports is also responsible for the regional development of the community – orientated services supports and programs that will enhance the health and social well-being of the senior population of the Interlake- Eastern RHA. In collaboration with other regional colleagues and local communities, the Manager, Home Care - Seniors Supports will identify needs and implement strategies to support the independent living of older adults.

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

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## ESSENTIAL FUNCTIONS AND DUTIES

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

## Human Resource Management

- Identifies recruitment needs and liaises with Human Resource Department regarding recruitment strategies and activities.
- Screens, interviews and selects staff based on established selection criteria and IERHA policies and procedures. Notifies applicants of the status of their applications and outcomes.
- Supervises, directly or indirectly the Supportive Housing Supervisor, Services to Seniors Coordinator/ Specialist and Regional Coordinator for Community Seniors Healthy Aging.
- Liaises with Service to Seniors Boards and provides direction and expertise in relation to their Human Resource Management concerns.
- Coordinates orientation schedule with new staff ensuring understanding of responsibilities, administrative policies and procedures, program guidelines and safe work practices and procedures.
- Responsible for completion of administrative records and notifications.
- Ensures utilization of staff in accordance with collective agreements and program policies.
- Approves time off, sick time and vacation time for direct reports and indirect reports when needed. Works with the Supervisor of Supportive Housing to ensure appropriate replacements of Supportive Housing staff in region owned and operated supportive housing units.
- With the Supportive Housing Supervisor communicates with staff regarding scheduling changes, in collaboration with Staff Scheduling office.
- Establishes standards and monitors performance, conducts performance reviews of direct reports and is responsible for any required follow-up thereafter, this would include adhering to regional attendance management program and its strategies.
- Consults with staff regarding meal delivery issues and refers issues to the Manager of Food, Housekeeping and Laundry Services or the Regional Director of Home Care & Palliative Care.
- Ensures understanding of and compliance with Workplace Safety and Health policies, procedures and safe work practices.
- Ensures understanding of and compliance with Core Competencies of Infection Control.
- Ensures understanding and compliance with regional attendance management program/ strategies.
- Ensures that systems for confidentiality regarding client and staff are maintained and are consistent with legislative, professional and organizational policies.
- Identifies staff educational needs.
- Collaborates with staff to identify, plan and facilitate implementation and evaluate orientation and employee development programs.
- Evaluates the changing needs in human resources and makes recommendations to the Regional Director of Home & Palliative Care Services.

## Client Service Management:

- Demonstrates a team approach in coordinating staffing and client programs.
- Ensures client recreational programs and activities meet best practice standards for quality.
- Reports to the Regional Director of Home & Palliative Care Services on all aspects of supportive housing including concerns/ trends, and makes recommendation for resolution.
- Reviews and approves supportive housing panel applications and works with panel clerk to maintain supportive housing waitlists and transfer lists.

- Works with community supportive housing groups to facilitate supportive housing admissions.
- Promotes Quality Improvement and Risk Management goals and initiatives with the supportive housing team.
- Is a role model in provision of quality programs and performance by reinforcing philosophy, mission, values, roles, objectives, policies and procedures to staff and clients.
- Maintains confidentiality of all data and information related to clients, caregivers, staff and facility.
- Meets with clients and families and offers tours through buildings as appropriate.
- Processes and admits or discharges clients within RHA owned/operated supportive housing blocks.
- Manages client concerns and complaints in an appropriate and timely fashion.
- Chairs the Tenant/Family meetings in RHA owned/operated supportive housing blocks ensuring appropriate opportunities for clients and families to express concerns, share feedback and be involved in planning around building operations.
- Communicates annual rental and service package increases to clients and families.
- Liaises and communicates with Manitoba Housing for all aspects of tenancy for Stony Plains EPH/SH and Stonewood Place EPH.
- Consults with clients and staff regarding physical site issues and refers these issues to the Maintenance team or the Regional Director of Home & Palliative Care.

#### Fiscal Management:

- Allocates human, financial, space resources to meet the needs of the program.
- Prepares an annual program capital and operating budget by determining staffing levels and supplying equipment needs.
- Monitors regionally funded supportive housing, EPH programs and Services to Seniors projects to ensure that they are operating within the guidelines under which they were funded.
- Establishes, monitors and evaluates program objective for supportive housing and seniors supports.
- Approves expenditures for the programs.
- Monitors the budget on a regular basis and takes corrective action as necessary.
- With the assistance of program staff, identifies areas of unnecessary expenditure and supplies and services and devises and implements methods to reduce and/or reallocate same.
- Reviews monthly financial reports.
- Prepares variance analysis.
- Maintains day to day records as necessary for scheduling and payroll.
- Maintains accurate workload measurement data.
- Consults with appropriate members of the Regional Management Team to determine annual rent and service package increases for supportive housing, EPH buildings and annual cost of living increases for regional congregate/ Meals on Wheels meal programs. Communicates all rate increases appropriately.

#### Policy Development:

- Participates in the development of program policies and procedures.
- Implements policy directives and establishes and evaluates feedback mechanisms.

- Remains current and compliant with regulations and policies affecting tenancy including matters involving the Residential Tenancy Branch of Manitoba Housing. Ensures all program policies and procedures are in compliance with same.

**Program Resources and Collaboration:**

- Member of the Home Care Leadership committee.
- Member of the Home Care Program Regional On-Call team; accepts On-Call as part of the regular rotation.
- Participates in Program and Regional Committees as assigned.
- Participates in strategic planning.
- Maintains day to day working knowledge of the Home Care Program; provides short term coverage to other managers for vacations, etc.
- Acts as liaison between the client/family, Home Care program, other health care partners and IERHA food service and maintenance teams.
- Responsible for program planning of new SSGL, Adult Day and Supportive Housing programs and for revision of existing programs, in collaboration with the Regional Director of Home and Palliative Care Services.
- Coordinates planning so as to ensure regional perspective and attentiveness to the individuality of each community.
- Establishes and maintains a data base including indicator collection for future planning and reports.
- Provides consultation to Services to Seniors Boards and Coordinators in relation to program and operating issues.
- In consultation with the Regional Director, Home and Palliative Care Services, develops, organizes, implements and evaluates continuous improvement/ risk management/ utilization review of program, including the establishment of objectives and criteria, participation in process review, development of procedures, documentation activities, and ensures participation of all staff in same

**OTHER**

- Collaborates with program staff to identify, plan and facilitate implementation and evaluate orientation and staff development programs.
- In collaboration with the Regional Director of Home & Palliative Care Services, participates in promoting the goals/objectives of educational programs established by the region.
- Maintains and updates professional skills and knowledge based through continuing education programs, literature reviews, publications and presentations.
- 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 required

**QUALIFICATIONS**

**EDUCATION/CERTIFICATION:**

- University degree in a social science or community development related field
- Additional educational preparation in Management/Human Resources

- Additional educational preparation in Gerontology is an asset

**EXPERIENCE REQUIRED:**

- Minimum two (2) years clinical managerial experience within a health care setting with preference given to experience within a community health program environment
- Minimum two (2) years experience in community development

Other combinations of Education and Experience may be considered

**REQUIRED KNOWLEDGE:**

- Intermediate computer skills, working knowledge of programs such as Procura scheduling system, PowerPoint and Excel

**SKILLS/COMPETENCIES:**

- Demonstrated ability to make financial calculations, understand financial obligations, basic understanding of accountability systems within a financial environment
- Available to work evenings and/or weekends
- Good physical and mental health to meet the demands of the position
- Ability to work independently with a minimum of supervision
- Ability to maintain positive working relationships with staff community partners and programs and others in a multi-disciplinary team based working environment
- Effective oral and written communication skills
- Strong interpersonal skills with the ability to find acceptable solutions in complex situations with competing agendas
- Ability to manage and facilitate change
- Ability to foster healthy teams
- Ability to negotiate, work in situations of conflict and work with individuals as they advocate
- 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.
- Will be required to travel throughout the region as duties may require.
- Require a road worthy vehicle, a valid driver's license and liability insurance of at least \$1,000,000.00.
- 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 the adherence to Workplace Safety and Health regulations and Policies and Infection Control Guidelines. Obeys all safety and health rules and follows recommended Safe Work Procedures. Informs supervisor of any unsafe acts, work conditions, incidents, near misses, injuries or illnesses immediately.
- 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: March, 2014  
Date

Revised: September 2018  
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.*