



POSITION DESCRIPTION

POSITION TITLE: CLINICAL TEAM MANAGER

DEPARTMENT: CLINICAL PROGRAMS

CLASSIFICATION:

UNION: NON UNION

REPORTING RELATIONSHIPS

POSITION REPORTS TO: REGIONAL DIRECTOR

POSITIONS SUPERVISED: REGISTERED NURSE/ REGISTERED PSYCHIATRIC NURSE/ LICENSED PRACTICAL NURSE/ HEALTH CARE AIDE/ UNIT CLERK/ ADMINISTRATIVE ASSISTANT (AS APPLICABLE)

POSITION SUMMARY

As a member of the management team, the Clinical Team Manager's primary responsibilities relate to patient care, Human Resources Management, Financial Management, policy development and professional standards, program planning, quality management, equipment/ supplies/ space management, in-service education, professional development, research, environmental management, committee participation, and communication.

The position of Clinical Team 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

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

- Advocates on behalf of the Interlake – Eastern Regional Health Authority as a whole
- Ensures consistent Human Resource practices that are in compliance with collective agreements and IERHA policies and procedures
- Responsible for overall patient care activities

- Responsible for policy development and professional standards
- Ensures and participates in continuous quality improvement initiatives
- Promotes safety and health in the workplace
- Contributes to a culture of client and staff safety
- Promotes employee wellness in the workplace
- Ensures responsible financial management that is consistent with IERA budget process and policy
- Ensures sufficient equipment/ supplies and space and make recommendations
- Ensures effective communication within the department and the organization
- Facilitates access to education and promotes research
- Ensures effective and efficient program management/ delivery
- Recognizes and pursues self-development opportunities
- Demonstrates professionalism within the Code of Conduct
- Member of the Administration on Call Rotation

(see page 6 for additional information)

DECISION MAKING:

- Recruit staff within budget in conjunction with the Human Resource department, Vice President of Human Resources, and according to staff planning
- Purchase equipment and supplies within established budget and in accordance with IERHA policies and practices
- Day-to-day operations within established policies and practices and in accordance with the requirements of the various collective bargaining agreements and provincial health standards
- Progressive discipline of staff up to and including termination in consultation with Human Resources and Regional Director
- Goal setting and evaluation of programs and services
- Staff development opportunities

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.

KEY WORKING RELATIONSHIPS:

- Regional Director
- RN/ LPN/ RPN/ HCA/ Unit Clerks
- Scheduling Office
- Administrative Assistants (as applicable)
- Manager/ Directors
- Physicians

QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Baccalaureate degree in Nursing from a recognized university. Other combinations of skills and

education may be considered.

- Eligible for or possesses current registration with the College of Registered Nurses of Manitoba or other professional body as applicable.
- Certificate in Health Care Administration preferred.

REQUIRED KNOWLEDGE:

- Knowledge of evidence informed best practices and clinical care standards.
- Knowledge of patient safety and Accreditation Canada standards.
- Knowledge of workplace safety and health standards.
- Roles and responsibilities of members of the health care team.
- Knowledge of computer systems, word processing and e-mail applications.
- Demonstrates effective group facilitation skills.

EXPERIENCE REQUIRED:

- Minimum of three (3) years' experience in areas of responsibility and related fields.
- Minimum of two (2) years first line, middle or senior administrative experience.

SKILLS/COMPETENCIES:

- Demonstrates leadership skills.
- Ability to manage effectively within the boundaries of a Collective Agreement.
- Strong organizational, decision making, analytical, and problem solving skills.
- Ensures the effective and efficient utilization of resources.
- Demonstrates effective supervisory experience.
- Conflict resolution skills.
- Commitment to continuing self-development and continuous quality improvement.
- Demonstrates flexibility and creativity; anticipating, accepting, and adjusting to change.
- Ability to display independent judgment; work with minimal supervision.
- Working knowledge and familiarity with northern health issues, culture and population to be served.
- Demonstrates interpersonal skills through clear communication and positive behavior within the Respectful Workplace Policy.
- Ability to work in a team environment.
- Ability to respect and promote confidentiality.
- 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
- Ability to respect and promote a cultural diverse population.
- Valid driver's license.

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.
- Primarily day shift, Monday to Friday
- Some overtime required

- 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. Comfortable working conditions 70% of the time. Intense concentration, especially listening, over 70% of the time.
- 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: _____
Date

Revised: February, 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 position 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.

CTM Duties	Performance Measures
<p>1. Advocates on behalf of the Interlake – Eastern Regional Health Authority Region as a whole</p>	<ul style="list-style-type: none"> • Promotes the mission, values and goals of the IERHA • Promotes and participates in the Health Planning, Strategic Planning, Risk Management, and Continuous Quality Improvement • Maintains confidentiality in accordance with the Personal Health Information Act (PHIA), Freedom of Information and Privacy Protection Act (FIPPA), IERHA policies and any other applicable legislation
<p>2. Ensures consistent Human Resource practices that are in compliance with collective agreements and IERHA policies and procedures</p>	<ul style="list-style-type: none"> • Ensures the availability of competent and proficient staff necessary to provide and support the highest quality of work possible within existing resources • Supervises, directly or indirectly, personnel in department • Manages human resources and interprets and applies regional policies and Collective Agreements • Provides leadership to create an environment conducive to effective working relationships • Hires and selects staff, including responsibility for interviewing applicants and selecting the successful candidate and has authority to promote/ select for internal positions • Determines initial salary placement and/ or academic allowances consistent with Collective Agreements and regional policy • Establishes standards for employee performance, and monitors performance, including conducting performance reviews of personnel in the department and is responsible for follow up thereafter • Evaluates staff functioning in emergency situations • Identifies skill levels and knowledge requirements for staff • Identifies staff potential and promotes their development to enhance care delivery • Is responsible for evaluating and deciding upon the retention or dismissal of casual and probationary employees • Develops training/ education plans to address deficiencies, disciplinary and developmental issues, as appropriate • Identifies and implements the necessary remedial measures to correct performance or disciplinary problems and is responsible for applying discipline including suspension and/ or dismissal • Is responsible for receiving and addressing grievances at the complaint stage and Step I of the grievance procedure, and thereafter • Participates in the collective bargaining process on a regional basis • Coaches and facilitates performance of personnel in the department • Schedules staff consistent with operational needs and contractual requirements • Has authority to grant leaves of absence, schedule

	<p>vacations, authorize overtime, etc. in compliance with the Collective Agreements and IERHA policies and procedures</p> <ul style="list-style-type: none"> • Responsible for attendance management of all staff in department
<p>3. Responsible for the overall patient care activities</p>	<ul style="list-style-type: none"> • Establishes monitors and evaluates annual objectives for the department, consistent with the Region's mission and strategic plan • Participates in regular meetings for discussion regarding program activities, budgets, operational problems and challenges and for maintenance of good communication and effective working relationships • Collaborates with other discipline/ agencies to meet the established standards of care, service, education and research • Reports significant information related to patient care to the Clinical Services • Evaluates on an ongoing basis patient care and support services • Optimizes research utilization and oversees patient care operations based on patient satisfaction and on the provision of cost effective patient care • Ensures the proper utilization of the Facility's resources (i.e., beds, clinic time, operating room time) and recommends to the Region changes relating to those resources • Established and maintains communication including communication with outside agencies, to ensure continuity of patient care • Demonstrates cultural competence, making resources available to those from diverse backgrounds • Prioritizes patient care activities based on patient needs of the facility and on the availability and preparation of staff • Acts as a clinical resource person in their area of expertise, providing direction and assistance to the staff and the management of patient and family care • Ensures staff is competent in completing accurate documentation of patient care • Participates in the establishment, review, and modification of patient and family teaching programs • Maintains awareness of safety, security, and emergency policies and procedures and ensures staff adherence to same • Provides direct patient care in professional service and emergency situations or for the purposes of training or instruction • Investigates patients' complaints/concerns and is responsible for follow up
<p>4. Responsible for policy development and professional standards</p>	<ul style="list-style-type: none"> • Participates in the development of regional, program, and departmental policies and procedures • Participates and maintains competencies within the Documentation Framework of the IERHA • Identifies the need for revision to regional programs and departmental policies and procedures and participates in the review and revision of same • Implements policy directives and establishes and evaluates

	<p>feedback mechanisms</p> <ul style="list-style-type: none"> • Ensures adherence to all regional, program, and departmental policies and procedures and monitor same • Collaborates with Clinical Team Managers to develop discipline specific and multi-disciplinary practice standard • Participates in the development and revision of human resource policies
5. Ensures and participates in continuous quality improvement initiatives	<ul style="list-style-type: none"> • In collaboration with the Senior Management Team, develops, organizes, implements , and evaluates a continuous improvement/ risk management/ utilization review program, including the establishment of objectives and criteria, participation in the process review, development of procedures, documenting activities indicating corrective actions taken, ensuring participation of all staff, presenting reports on finding, monitoring, evaluates and improves productivity and outcome measurement tools
6. Promotes safety and health in the workplace	<ul style="list-style-type: none"> • Understands and ensures compliance with workplace safety and health requirements • Ensures hazards are identified and proper steps are taken to control the risks • Inspects work areas and corrects unsafe work acts and conditions • Instructs/ coaches workers to follow safe work procedures • Ensures only authorized, competent workers operate equipment • Ensures equipment is properly maintained • Ensures necessary personal protective equipment is provided to workers and used properly • Ensures workers have the information, training, certification, supervision, and experience to do their jobs safely • Safely handles, stores, produces, and disposes of chemical and biological substances in the workplace • Understands and implements emergency procedures • Reports and investigates incidents and near misses • Performs in a manner that minimizes risk and exposure to personal and/ or corporate liability • Refers repairs of equipment and physical facilities to the appropriate department • Responsible for safe work practices in the department • Cooperates with the Workplace Health and Safety Committee as necessary • Responsible for environmental safety for patients, visitors, and students • Ensures that staff is knowledgeable regarding proper use, storage, and handling of equipment and hazardous materials and remain current with regard to WHMIS requirement • Ensures that all staff comply with the policies and procedures regarding waste handling and equipment disposal
7. Contributes to a culture of Client and Staff Safety	<ul style="list-style-type: none"> • Commits to client and staff safety as a key professional value and an essential component of daily practice • Integrates client and staff safety practices into daily activities • Understands client and staff safety practices that reduce the risk of adverse events, such as infection control, injury

	<p>prevention, safe administration of medication and risk awareness</p> <ul style="list-style-type: none"> • Recognizes, responds, and reports adverse events and near misses • Responds to Nursing Workload Staffing Reports
8. Promotes employee wellness in the workplace	<ul style="list-style-type: none"> • Implements the Attendance Support and Assistance Program (ASAP) and continual monitoring • Promotes return to work program and duty to accommodate situations
9. Ensures responsible financial management that is consistent with IERHA budget process and policy	<ul style="list-style-type: none"> • Allocates human, financial, space resources to meet the needs of the department • Prepares an annual departmental capital and operating budget by determining staffing levels and supplying equipment needs • Approves expenditures for the department • Monitors the budget on a regular basis and takes corrective action as necessary • With the assistance of departmental 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 and prepares variance analysis • Investigates discrepancies and takes corrective action as necessary • Maintains day to day records as necessary for scheduling payroll • Maintains accurate workload measurement data
10. Ensures sufficient equipment! supplies and space and makes recommendations	<ul style="list-style-type: none"> • Ensures that there is sufficient equipment for the department and makes recommendations for purchasing new and/ or replacement equipment • Orders equipment and supplies within allocated resources • Participates in the planning of renovations throughout the facility • Prepares and presents Acquisition Proposals • Ensures appropriate security throughout the facility • Ensures appropriate use of supplies
11. Ensures effective communication within the department and the organization	<ul style="list-style-type: none"> • Communicates with department staff, both individually and as a group to promote efficient functioning and high morale • Communicates with other managers to achieve sufficient functioning of the facility • Communicates and consults with the members of the Senior Leadership Team as requested/ necessary/ desired • Communicates and maintains functional relationships with the appropriate managers to promote efficient inter-program and inter-regional functioning • Liaisons with outside agencies to ensure continuity of services • Participates in and resolves departmental complaints

<p>12. Facilitates access to education and promotes research</p>	<ul style="list-style-type: none"> • Serves as a resource to staff and other health care professionals • Collaborates with Organization and Staff Development staff • to identify, plan and facilitate implementation and evaluate orientation and staff development programs • Participates in professional development of nursing peers and other health professionals • Identifies learning needs of various care providers and contributes to the development of education programs/ resources to assist them to identify, prioritize, and provide quality care for defined populations • In collaboration with the Senior Leadership Team, participates in promoting the goals/ objectives of educational programs established by the region • Provides clinical supervision, education and mentoring for graduate nursing students, medical interns and residents
<p>13. Ensures effective and efficient program management/ delivery</p>	<ul style="list-style-type: none"> • Ensures that there are goals and objectives established • Participates in the development of plans for new programs and revision of existing programs in collaboration with the Senior Leadership Team including identifying needs, conducting utilization studies, researching feasibility, coordinating receipt analysis of information, establishing logistics, formalizing proposals, and implementing and conducting ongoing monitoring and evaluation • Assists the Senior Leadership Team with the coordination of activities related to education, teaching, patient care and research • Participates in strategic planning for the department(s) comprising the program • Forecasts future activities and formulates plans to ensure capabilities meet/ exceed future needs

<p>14. Recognizes and pursue self-development opportunities</p>	<ul style="list-style-type: none"> • Develops and implements an education plan to maintain clinical competency • Keeps up to date with policies and procedures of the IERHA • Maintains and updates professional skills, certification, management skills, and knowledge based through continuing education programs, literature reviews, publications, and presentations • Maintains knowledge of new developments in departmental areas through journal reviews, interest groups, lectures, committee work • Maintains and updates professional skills, certification(s), management skills and knowledge through continuing education programs, literature reviews, publications, and conferences • Maintains knowledge of new developments in departmental areas through journal review, interest groups, lectures and committee work
<p>15. Demonstrates professionalism within the Code of Conduct</p>	<ul style="list-style-type: none"> • Demonstrates the ability to accept and adjust to change • Assumes responsibility for own actions • Participates in Continuous Quality Improvement surveys, and committee activities • Maintains an acceptable state of health in accordance with the Attendance Support and Assistance Program (ASAP) • Appears professionally as described in IERHA dress code policy • Exhibits confidence and initiative in the work environment • Adheres to all IERHA policies
<p>16. Member of the Administration on Call (AOC) Rotation</p>	<ul style="list-style-type: none"> • Acts as the Administration on Call during designated scheduled periods of time • Communicates critical information to respective Executive Leadership Council and other managers as necessary • Is knowledgeable about IERHA contingency plans and emergency codes • Maintains a record of all calls and enters data on the AOC database • Is familiar with IERHA policies and procedures