



POSITION DESCRIPTION

POSITION TITLE: DIRECTOR, SUPPORT SERVICES

DEPARTMENT: SUPPORT SERVICES

CLASSIFICATION:

UNION: OUT OF SCOPE

REPORTING RELATIONSHIPS

POSITION REPORTS TO: REGIONAL LEAD CORPORATE SERVICES AND CFO

POSITIONS SUPERVISED: SUPPORT SERVICE MANAGERS, SELKIRK SUPPORT SERVICES SUPERVISOR, DIETICIAN, SUPPORT SERVICES ADMINISTRATIVE ASSISTANT

POSITION SUMMARY

Reporting to the Regional Lead Corporate Services and CFO, the Director of Support Services is responsible for providing leadership and direction for the regional support services programs of Housekeeping and Laundry Services and Food Services. Through a collaborative process, the incumbent provides direction on the development, integration, maintenance and management of strategic and operational plans, policies, standards and legislative compliance. The incumbent is responsible for the overall operations of these support services in the Interlake – Eastern Regional Health Authority.

The incumbent will exercise the appropriate level of initiative and independent judgment in determining work priorities, work methods to be employed and action to be taken on unusual matters. The position of Director, Support Services functions in a manner that is 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:

- Develops and directs in the implementation of goals, objectives, policies, and procedures for support services.
- Interviews, hires, evaluates, disciplines and dismisses staff in consultation with the Regional Lead Corporate Services & CFO and in accordance with existing policies, procedures, and contracts.
- Conduct staff meetings and/or regular communication and encourages participation from all team members.
- Accountable for support services departmental expenditures and revenues budget.
- Identifies and recommends changes that optimize the utilization of material and human resources for support services.
- Provide leadership, direction and monitoring of quality improvement initiatives for support services.
- Pursues ongoing investigation and research into cost savings and potential revenue generating opportunities.
- Maintains professional growth and development through seminars, conferences and professional affiliations.
- Plans and monitors the development and delivery of support services collaboratively with Regional Support Services Managers that reflect and support the programs' needs and opportunities.
- Participates in and /or takes a leadership role in projects as requested by the Regional Lead Corporate Services & CFO.
- Works collaboratively with Directors and Managers at identifying program challenges and opportunities.
- Represent the region and support services on intra and/or interregional committees, task forces, teams and working groups assigned to increase efficiency and effectiveness of the portfolio and corporate operations.
- Plans, directs and monitors the development and delivery of support services that reflect and respond to the facility needs and opportunities.
- Recommends to the Regional Lead Corporate Services & CFO the justification for new, revised or expanded services to meet identified needs based on evidence collected from a variety of sources including best practice.
- Identifies, applies and monitors appropriate indicators in all aspects of support services including planning, delivery and evaluation.
- Ensures policies and procedures are reviewed regularly and monitored for effectiveness.
- Identifies the need for, and participates in revisions to regional program and service delivery.
- Participates in the development of program standards to meet international and national best practice for support services delivery within an integrated healthcare model.
- Participates on regional teams to ensure co-ordination and consistency in the application of standards to meet client service needs.
- Management of contracts with third party service providers.
- Applies, monitors, and evaluates quality improvement and risk management initiatives including performance measures, workload statistics, complaints, occurrence reports and client satisfaction surveys, as appropriate.
- In collaboration with the support services teams, ensures that all standards regarding patient safety, workplace safety, dietary, laundry and environmental accreditation and other standards are met or exceeded in service delivery areas.
- Participates in labour relations matters as required, ensuring consistency in application across

the program.

- Provides leadership in reviewing, revising and implementing staffing models which support the identified needs of the community and the area as a whole.
- Serves as a member of the Interlake-Eastern RHA Leadership Team.
- Contributes to making the organization safe for patients, residents, clients and staff, and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.
- 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.
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QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Certification in Health Services Management OR Canadian Healthcare Association Food Service Certificate OR Completion of post-secondary education in a related area OR an appropriate combination of education and experience.
- Certificate in Food Safety Training.

REQUIRED KNOWLEDGE:

- Knowledge of Food and Environmental Service Standards.
- Knowledge of accounting and business practices as related to Support Services.
- Knowledge of and ability to work with diverse cultures.

EXPERIENCE REQUIRED:

- Minimum of three (3) years relevant management experience, preferably in health care.

SKILLS/COMPETENCIES:

- Demonstrated ability to take charge and initiate actions toward the achievement of goals.
- Excellent communication skills, demonstrating considerable judgement, courtesy, and tact. Directors must conduct all communications in a business-like manner with an emphasis on providing solutions.
- Demonstrated ability to recognize, validate and meet the needs of our external and internal clients on a continuous improvement basis.
- Demonstrated ability, flexibility and willingness to change behaviour and opinion in accordance with best practices, and across different environments and cultures.
- Ability to foster and maintain positive working relations both individually and in a team setting.
- Demonstrated ability to effectively interact with internal and external clients in a mutually respectful manner.
- Demonstrated ability to handle difficult and sensitive situations confidentially using sound, independent judgement within general policy and legal guidelines.

- Ethical decision making based on the betterment of the organizations and budgetary considerations.
- Demonstrated ability to understand and adhere to the organizations values and standards of ethical behavior
- Demonstrated ability to respect confidentiality including paper, electronic formats and other mediums.
- Given the cultural diversity of our region, the ability to respect and promote a culturally diverse population is required.
- Valid Manitoba drivers license.
- 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.
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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.
- 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: November 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 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.