



POSITION DESCRIPTION

POSITION TITLE:	DIRECTOR HEALTH SERVICES - HOME CARE, SENIORS & ALLIED HEALTH
DEPARTMENT:	COMMUNITY SERVICES AND ALLIED HEALTH
CLASSIFICATION:	DIRECTOR
UNION:	NON UNION

REPORTING RELATIONSHIPS

POSITION REPORTS TO:	REGIONAL LEAD, HEALTH SERVICES, COMMUNITY & CONTINUING CARE
POSITIONS SUPERVISED:	CLINICAL TEAM MANAGERS – HOME CARE; CLINICAL TEAM MANAGER – HOME CARE/ALLIED HEALTH; REGIONAL MANAGER HOME CARE SERVICES MANAGER, SENIORS COMMUNITY HOUSING; REGIONAL STAFF DEVELOPMENT COORDINATORS; ADMINISTRATIVE SUPPORT STAFF

POSITION SUMMARY

The Director Health Services – Home Care, Seniors & Allied Health is responsible for providing leadership and oversight for Allied Health services, Home Care services, palliative care services, seniors programs and RHA operated supportive housing. The Director Health Services – Home Care, Seniors & Allied Health is responsible for program planning and development, implementation of best practice, adherence to standards of care and supporting priorities in the Home Care services, Palliative Care Services, seniors and allied health services. The Director Health Services – Home Care, Seniors & Allied Health is expected to develop and sustain strong collaborative working relationships with community stakeholders, leadership in Acute Care, LTC Program and provincial colleagues. As a member of the Regional Leadership Team, the Director Health Services – Home Care, Seniors & Allied Health makes decisions regarding policy formation, long range planning, program development, resource allocation, quality improvement activities and coordination of services and programs.

The incumbent will exercise the appropriate high level of initiative and independent judgment in determining work priorities, work methods to be employed and action to be taken on unusual matters.

This position will fulfill its duties and responsibilities in a manner consistent with and supports the Interlake-Eastern Regional Health Authority's mission, vision and values and shall represent the IERHA in all professional activities, communications and relationships with all levels of the

organization, governments, unions, regional stakeholders, and the public and as such, is held to the highest standards of ethical conduct and professionalism.

ESSENTIAL FUNCTIONS AND DUTIES

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

- Ensures effective operations of Home Care, Palliative Care, Seniors Services, Supportive Housing and Allied Health to achieve quality care and ensuring that established standards are met or exceeded.
- Communicates the role of Interlake-Eastern RHA and the programs and services in the portfolio to the public and provides visible and pro-active leadership by seeking out new options and approaches to problems.
- Provides oversight to achieve delivery of quality care in compliance with program standards and service purchase agreements.
- Ensures regional compliance with related legislation, regulations, provincial policies, guidelines and standards and facilitates regional policy development and review to support compliance.
- Fosters an environment that supports the development of leadership qualities within the program and reflects high professional standards.
- Participates in the Accreditation Canada processes as required, ensuring that accreditation standards are met or exceeded.
- Ensures program adherence to clinical standards including Norms of Practice in Palliative Care, Gold Standards in Palliative Care, etc.
- Supports a culture of learning, innovation and responsiveness to clients and family needs.
- Supports a client focused environment among team members.
- Works collaboratively with regional managers, directors, medical staff and other disciplines for the delivery of efficient, effective and safe client care.
- Supports Managers in the consistent application of current collective agreements and compliance with Workplace, Safety & Health policies and protocols.
- Collaborates with Human Resources staff in recruitment and retention strategies; works in conjunction with Human Resources to establish standards for employee performance and monitors performance, including conducting performance reviews.
- Supports an environment that fosters teamwork and positive employee relations by adhering to fair and equitable labor relations policies and practices.
- Responsible for achieving fiscal targets in approved budgets for the program and participates in budget planning and monitoring processes. Takes corrective action and exercises sound judgment in management of budgets.
- Collaborates with and supports community development as it relates to Seniors Housing initiatives, Services to Seniors Programs, Congregate Meal Programs & Adult Day Programs; works with community partners to achieve same.
- Acts in the role of Landlord and oversees operations of tenancy in Interlake-Eastern RHA owned seniors housing buildings. Ensures adherence to Manitoba Housing regulations and operational standards.
- Responsible for the prioritization and allocation of resources to support the program including human, equipment and furnishing resources.

- Sets goals and objectives for the program and evaluates the effectiveness of the program and in collaboration with the Regional Lead, Health Services, Community & Continuing Care plans for future needs and program development.
- Supports and collaborates in the implementation of capital projects.
- Collaborates with facility support managers to monitor and address infrastructure needs.
- Collaborates with community and regional medical staff and Regional Lead, Medical Services & CMO for consistent medical care and leadership to meet client needs.
- Collaborates with Infection/Prevention/Control and Quality & Patient Safety staff to mitigate risk and ensure compliance with regional policies. Implements quality monitoring indicators and improvement plans and ensures that critical incident and complaints processes are in place and functioning.
- Collaborates with Disaster Management in the evaluation and appropriateness of contingency planning and emergency response plans.
- Provides visible and pro-active leadership by seeking out new options and approaches to problems. Problem solves and ensures follow-up of client related concerns in collaboration with all relevant parties.
- Promotes effective communication to staff, clients, families, stakeholders, colleagues and the general public about the program and services.
- Maintains a regional after hours on-call support system.
- Maintains current knowledge of trends and issues within the health care field and management domain and recommends changes based on this knowledge.
- Supports research which has the potential to enhance client care and outcomes by encouraging the use of research, promoting and inquiring approach and identifying potential research areas.
- 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:

- Baccalaureate Degree in a clinical discipline (BN, BSW, Business) from a recognized post-secondary institution with a suitable combination of related education and experience.
- Additional education/ preparation in management and/or leadership.
- Eligible for licensure by the college or association that accredits their professional designation and a member in good standing.

REQUIRED KNOWLEDGE:

- Demonstrated knowledge of the Manitoba Health Care system including broad understanding of issues in rural health service delivery.
- Knowledge of program development and evaluation.
- Knowledge of relevant legislation and regulations.
- Familiarity with health labor relations and collective agreements.

- Demonstrated participatory management style and the ability to work within a multidisciplinary framework building positive and collaborative relationships;
- Ability to motivate and inspire positive performance.

EXPERIENCE REQUIRED:

- Five years of leadership experience in a health care client care area with preference given to experience in home or community based program areas.
- Demonstrated experience in proposal writing, budget development, policy development and contract management.
- Experience in program planning, development and evaluation
- Proven ability to effect positive change process

SKILLS/COMPETENCIES:

- Proficient in Microsoft Office computer programs. Preference will be given to individuals with advanced understanding/preparation in Procura scheduling software.
- Advanced level of written and oral communication skills.
- Independence in decision making; ability to problem-solve and remove barriers in complex situations; ability to find innovative solutions.
- Demonstrates effective leadership in implementing change management methodology.
- 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.

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.
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Created: March, 2015
Date

Revised: April 2021
Date

Approved by: _____
Regional Manager/ Supervisor Date

Approved by: _____
Regional Lead/ CEO Date

Reviewed by: _____
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.