



POSITION DESCRIPTION

POSITION TITLE: CLINICAL TEAM MANAGER, HOME CARE & ALLIED HEALTH

DEPARTMENT: HOME CARE, SENIORS AND ALLIED HEALTH

CLASSIFICATION:

UNION: NON UNION

REPORTING RELATIONSHIPS

POSITION REPORTS TO: DIRECTOR HEALTH SERVICES – HOME CARE, SENIORS AND ALLIED HEALTH

POSITIONS SUPERVISED: ANY COMBINATION OF THE FOLLOWING: ADMINISTRATION; AUDIOLOGY; CHILDREN’S THERAPY INITIATIVE; DIETITIANS; HOME CARE CASE COORDINATORS; HOME CARE HOSPITAL BASED CASE COORDINATORS; HOME CARE RESOURCE COORDINATORS; HOME CARE RESOURCE SPECIALISTS; HOME CARE SCHEDULING CLERKS; OCCUPATIONAL THERAPISTS; PALLIATIVE CARE SPECIALIST- NURSING; PALLIATIVE CARE SPECIALIST- PSYCHOSOCIAL; PALLIATIVE CARE VOLUNTEER COORDINATOR; PHYSIOTHERAPISTS; REGIONAL WOUND CARE COORDINATOR; REHABILITATION AIDES; SPEECH LANGUAGE PATHOLOGISTS (ADULT & PEDIATRIC); AND/OR SPIRITUAL HEALTH COORDINATOR

POSITION SUMMARY

The Clinical Team Manager, Home Care & Allied Health is a member of the Home Care, Seniors and Allied Health Leadership team and is accountable to the Director Health Services - Home Care, Seniors and Allied Health. The incumbent is responsible for the development, coordination, implementation, evaluation and operation of home care & allied health services.

Primary responsibilities relate to client care, human resource management, fiscal management, policy development and professional standards, program planning, quality management, equipment/supplies/space management, education, professional development, research, environmental management, committee participation and communication.

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

ESSENTIAL FUNCTIONS AND DUTIES

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

Consistent with the mission and strategic plan of Interlake-Eastern Regional Health Authority and program standards and guidelines, the incumbent is responsible and has authority for:

Departmental Management

A. Client Care

- Ensures that the quality of client care management is consistent with the mission and strategic plan of the region;
- Establishes, monitors and evaluates annual objectives for the programs;
- Participates in regular meetings with Director Health Services - Home Care, Seniors and Allied Health for discussion regarding program activities, budgets, operational problems and challenges and for maintenance of good communication and effective working relationships;
- Collaborates with other disciplines/agencies and other governance structures to meet the established standards of care, service, education and research;
- Reports significant information related to client care to the Director;
- Evaluates on an on-going basis client care and support services;
- Ensures the proper utilization of the region's resources and recommends changes relating to those resources;
- Establishes and maintains communication with outside agencies and other client care programs;
- Prioritizes client care activities based on client needs and the availability and preparation of staff;
- Acts as a resource person, providing direction and accessing clinical supervision to the staff in program delivery and the management of client and family care;
- Ensures accurate and appropriate documentation of client care;
- Maintains awareness of safety, security and emergency policies and procedures and ensures staff adherence to same;
- Investigates clients' complaints/concerns and is responsible for follow up according to regional policy.

B. Human Resources

- Ensures the availability of competent and proficient staff necessary to provide and support the highest quality of care possible within existing resources;
- Supervises team both directly or indirectly;
- 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 and monitors performance, conducts performance reviews of personnel and is responsible for follow up thereafter;
- Identify skill levels and knowledge requirements for staff;
- Identify staff potential and promote their development to enhance care delivery;
- 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;
- Responsible for receiving and dealing with grievances at the complaint stage and step one of the grievance procedure, and thereafter;
- Participates in the collective bargaining process;
- Coaches and facilitates performance of personnel in the program;
- Assigns staff consistent with operational needs and contractual requirements;
- Has authority to grant leaves of absence, schedule vacations, authorize overtime, etc.;
- Responsible for attendance management of all staff in the program.

C. Fiscal Management

- Allocates human, financial, space resources to meet the needs of the programs;
- Prepares an annual program capital and operating budget by determining staffing levels and supplying equipment needs;
- 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;
- Investigates discrepancies and takes corrective action as necessary;
- Prepares variance analysis;
- Maintains day to day records as necessary for scheduling payroll;
- Maintains accurate workload measurement data.
- Ensures that systems for confidentiality regarding patients and staff are maintained and are consistent with legislative, professional and organizational policies.

E. Policy Development and Professional Standards

- Participates in the development of regional and program policies and procedures;
- Identifies the need for revision to regional program policies and procedures and participates in the review and revision of same;
- Implements policy directives and establishes and evaluates feedback mechanisms;
- Participates in the development and revision of human resource policies.

F. Program Planning

- Participates as a member of the Leadership Team with the coordination of regional activities related to education, teaching, client care and research;
- Participates in strategic planning for the programs;
- Forecasts future activities and formulates plans to ensure capabilities meet/exceed future needs.

G. Quality Management

- In collaboration with the Director of Health Services – Home Care, Seniors & Allied Health and the Regional Leadership 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, monitors, evaluates and improves productivity and outcome measurement tools.

H. Equipment/Supplies/Space Management

- Ensures that there is sufficient equipment for the program and makes recommendations for purchasing new and/or replacement equipment;
- Orders equipment and supplies within allocated resources;
- Participates in the planning for physical space to accommodate program delivery;
- Ensures appropriate security and use of supplies.

I. Environmental Management

- 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 resources;
- Responsible for safe work practices in the region;
- Cooperates with the Workplace Health and Safety Committee as necessary;
- Responsible for environmental safety for staff, clients, visitors and students;
- Ensures that staff are knowledgeable regarding proper use, storage and handling of equipment and hazardous materials and remain current with regard to WHMIS requirements;
- Ensures that all staff comply with the policies and procedures regarding waste handling, and equipment disposal.

J. Committee Participation

- Member of the Regional Leadership Team;
- Represents team services on specific leadership committees, task forces and or working groups as assigned by Director of Health Services – Home Care, Seniors & Allied Health.
- Encourages staff to participate on various committees as requested;
- Conducts regular staff meetings;
- Chairs and participates on various committees as requested.

K. Communication

- Communicates with department staff, both individually and as a group to promote efficient functioning and high morale;
- Close interaction and communication in apprising the Director – Home Care, Seniors & Allied Health of any problems, situations and or differences;
- Communicates with other managers to achieve sufficient functioning of the facility/program;
- Communicates and maintains functional relationships with the appropriate managers to promote efficient inter-program and inter-regional functioning;
- Communicates with outside agencies to ensure continuity of services;
- Member of the regional on call structure for the Home Care sector.

Education and Research

A. Education

- Collaborates with program staff to identify, plan and facilitate implementation and evaluate orientation and staff development programs;
- In collaboration with the Regional Leadership Team, participates in promoting the goals/objectives of educational programs established by the region;
- Supports research which has the potential to enhance program outcomes. This includes promoting an inquiring approach, facilitating research opportunities, and encouraging the use of research findings.

B. Professional Development and Research

- 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 program areas through journal reviews, interest groups, lectures, committee work.

OTHER:

- Performs other duties as required.
- Pursuant to the Regional Health Authority Act, Interlake-Eastern Regional Health Authority is designated Bilingual (English/French). Accordingly, all employees accept the responsibility to support clients in their official language of choice.

QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Baccalaureate Degree in a relevant health care profession such as nursing, social work, physiotherapy, occupational Therapy. Other combinations of education at the Baccalaureate level may be considered.
- Professional license/ professional organization membership required as appropriate.
- Advanced preparation in human resource and/or health services management preferred.

REQUIRED KNOWLEDGE:

- Solid understanding of computer applications, in particular, Microsoft Office Programs.

EXPERIENCE REQUIRED:

- Minimum five (5) years' experience working within health care, with two (2) years in a management/supervisory position. Preference will be given to individuals with experience in community-based care settings.
- Demonstrated managerial experience in a health care setting, including but not limited to leadership, budgetary matters, communication skills, positive and pro-active attitude, planning and organization skills.
- Demonstrated experience with Human Resource Management and Labour Relations while working in complex environments with multiple collective agreements and union representation.
- Demonstrated experience in initiating changes and improvements, and establishing and maintain positive relationships with internal and external stakeholders.
- Demonstrated experience in management of financial resources.

SKILLS/COMPETENCIES:

- Ability to provide effective leadership in a changing and evolving environment.
 - Strong organizational, decision making, and problem-solving skills.
 - Ability to display independent judgment.
 - Ability to respect and promote culturally diverse population.
 - Ability to respect and promote confidentiality.
 - Demonstrated communication abilities, both written and oral.
 - Awareness of the human and political dynamics of health care management.
 - Ability to adapt, be flexible, manage and facilitate change.
 - Good physical and mental health to meet demands of the position.
 - Ability to foster and maintain positive working relationships.
 - Self-motivated.
 - Province of Manitoba Class 5 Driver's License, and access to a personal vehicle to provide service.
 - 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.
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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: February, 2022
Date

Revised: _____
Date

Approved by: _____
Regional Director/ Supervisor Date

Approved by: _____
Regional Lead/ CEO Date

Reviewed by: _____
Regional 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.