



POSITION DESCRIPTION

POSITION TITLE:	HOME CARE RESOURCE COORDINATOR SPECIALIST
DEPARTMENT:	HOME CARE
CLASSIFICATION:	RESOURCE COORDINATOR SPECIALIST
UNION:	MGEU – FACILITY SUPPORT

REPORTING RELATIONSHIPS

POSITION REPORTS TO:	DIRECTOR HEALTH SERVICES – HOME CARE, SENIORS & ALLIED HEALTH
POSITIONS SUPERVISED:	NOT APPLICABLE

POSITION SUMMARY

The Home Care Resource Coordinator Specialist is responsible for the ongoing successful operations of the Electronic Home Care Record (EHCR) within Home Care Services. Primary responsibilities include training and development of staffing capacity using the EHCR; assessment of and assurance of data quality and integrity through the routine use of data quality reports; remedial assessment when data quality issues are identified; representation on appropriate User Group Committees; trouble-shooting and problem-solving of EHCR operational issues, in collaboration with Home Care Leadership and the EHCR Digital Health Application Administrators. The position of Home Care Resource Coordinator Specialist 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:

Staff Development

- Forecast and identify educational needs through supporting documentation and according to program plans.
- Develop and maintain orientation curriculum and resource materials for new and existing EHCR users.
- Coordinate and participate in the training programs for EHCR users.

- Provide learning through adult education principles, knowledge of learning styles, on-site, in the classroom or via web-based connections.

Consultation and Partnership Support

- Provide ongoing information feedback to enable and empower EHCR users on task-related activities.
- Provide information and feedback to management.
- Advise Clinical Team Manager / Director of EHCR users performance-related issues.
- Provide information and feedback to committees/teams working in the Home Care portfolio.
- Work in collaboration and partnership with Application Administrators from Digital Health and with HR experts from the Provincial HR team.

Process Management

- Review key processes that add value to client, staff and are critical for program success.
- Recommend and draft procedures and processes for Home Care Leadership.
- Develop procedures and Best Practice Guidelines related to the use of the EHCR application and scheduling.
- Audit Direct Service Worker schedules, matching to payroll reports, communicate concerns to Clinical Team Manager and respective Resource Coordinator.
- Provide bi-weekly reports to the Home Care Leadership team on “down time” and other payroll related indicators when requested.
- Ensure compliance with all collective agreements as relates to EHCR.
- Under the direction of the Home Care Leadership team, research, design and implement changes that will improve client’s satisfaction, program costs and indicators, EHCR users and program staff efficiencies.
- Recommend future program development opportunities.
- Identify changing and internal issues that are helping or hindering quality and productivity.
- As new initiatives and changes are made with the EHCR application, determine labour and supply costs.

Monitoring and Evaluation

- Establish a performance measurement process to identify, monitor and analyze program activities.
- Determine information to be measured; i.e. quality accuracy, frequency, over-cost, compliance, costs and budget-tracking.
- Design data collection tools and methodology, and gather data that is complete, accurate and reliable.
- Interpret and present summary data to Home Care Leadership, establish an ongoing quality improvement cycle.

Communication

- Provide appropriate, effective and timely communication to all members of the Home Care Program.
- Participate in delivery of training for Resource Coordinator, Case Coordinator, Payroll, Administrative or other EHCR users.

- Write clear and concise reports; i.e. progress reports, evaluation reports, recommendation reports, memos/emails.
- Maintain current reference documents, oversee printing of updates to same.

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.
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QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Post secondary education in health/ social services and/ or Human Resource Management an asset.

REQUIRED KNOWLEDGE:

- Knowledge in the EHCR application preferred.

EXPERIENCE REQUIRED:

- Minimum two (2) years' experience as a (Home Care) Resource Coordinator.
- Experience facilitating/ mentoring and teaching staff in the areas of policy, guidelines and protocols.
- Experience with project management an asset.

(other combinations of education and experience will be considered)

SKILLS/COMPETENCIES:

- Effective oral and written communication skills as well as effective interpersonal skills.
- Ability to work within a computerized environment with demonstrated proficiency in automated systems.
- Analytical skills – ability to collect and utilize statistical information for needs assessment, gap analysis, root cause, monitoring and evaluation.
- Adaptability skills – organizational, time management and prioritization response to a dynamic and complex environment.
- Troubleshooting skills – proactive approach to problem and risk management.
- Ability to travel and adapt to significant travel time as well as different working environments in other offices.
- Valid Manitoba drivers' license and vehicle required.
- Good physical and mental health 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

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 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.