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## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	REGIONAL SUPPORTIVE HOUSING RESOURCE COORDINATOR
<b>DEPARTMENT:</b>	HOME CARE
<b>CLASSIFICATION:</b>	SUPPORTIVE HOUSING RESOURCE COORDINATOR
<b>UNION:</b>	MGEU – FACILITY SUPPORT

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## REPORTING RELATIONSHIPS

<b>POSITION REPORTS TO:</b>	MANAGER SENIOR HOUSING & SERVICES
<b>POSITIONS SUPERVISED:</b>	SUPPORTIVE HOUSING TENANT COMPANIONS AND SUPPORTIVE HOUSING WORKERS

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## POSITION SUMMARY

The Regional Supportive Housing Resource Coordinator works under the supervision of the Manager Senior Housing & Services and is responsible for the recruitment, orientation scheduling, supervision and evaluation of Supportive Housing (SH) Tenant Companions and Supportive Housing Workers within IERHA owned/operated Supportive Housing locations. As a member of the Home Care Team, the incumbent supervises and ensures the efficient delivery of services to Supportive Housing clients by Tenant Companions and Support Housing Workers in accordance with programs standards. The position of Regional Supportive Housing Resource Coordinator functions in a manner consistent with, and supports the Mission, Vision and Values of the Interlake-Eastern Regional Health Authority.

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## ESSENTIAL FUNCTIONS AND DUTIES

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

### Recruitment

- Responsible for initiating recruitment of SH Tenant Companions and Workers based on identified need; liaises with Manager Seniors Community Housing– Home Care and Human Resources Department regarding recruitment strategies and activities.
- Screens, interviews and selects SH Tenant Companions and Workers

- Completes employment documentation for all successful applicants and forwards to payroll department.

#### Orientation

- Coordinates orientation to program, employment conditions, and position responsibilities.

#### Resource Coordination

- Schedules staff in a cost effective manner with a minimization of overtime, ensuring compliance with applicable collective agreements and policy, and utilizing the appropriate technologies available.
- Communicates with staff regarding scheduling changes and awarding of shifts, in collaboration with Staff Scheduling office
- Approves employee requests and schedules appropriate coverage
- Approves request for and schedules staff into applicable training sessions and communicates same to staff; ensures that replacement staff are scheduled using the most cost efficient scheduling practices.
- Troubleshoots and resolves payroll concerns as required.
- Liaison with community supports e.g. ADP, SSGL and other group programs and activities for scheduling.
- Responds to any questions from staff related to the services and their responsibilities.
- Works with members of the care team to understand the care needs of clients within the program, ensuring that staff are briefed on new clients admitting to the program, etc.
- Refers clinical concerns from staff to the Home Care Case Coordinator and consults with the Manager Seniors Community Housing for service package concerns.
- Adheres to PHIA and FIPPA legislation.

#### Employee Supervision

- Provides supervision to staff through telephone direction, structured in office supervision, team / staff meetings, and on site visits (as required).
- Manages employee performance and determines corrective action after investigation of incident/concern. Active in and follows regional performance management policy. Keeps Manager advised of any performance management issues, seeking advice as needed.
- Provides information, direction, and consultation regarding changes in assignments, program policies, or guidelines, and assists with problem solving as required.
- Orders the appropriate IP&C supplies for staff.
- Provides direction, support and coaching regarding client specific situations and adapting to workplace change.
- Receives and investigates complaints and occurrence reports involving staff. Submits reports to Home Care Case Coordinator and Manager Seniors Community Housing– Home Care.
- Attends Graduated Return to Work meetings with employee and works alongside the Interlake-Eastern RHA Disability Management Consultant to ensure safe gradual return to work programs are created for employees requiring same.
- Ensures the provisions of the Collective Agreement are met with the Tenant Companion and Workers, including administrative processes related to workers compensation, sick leave, assignment and seniority lists.

#### Employee Evaluation

- Monitors and assesses staff performance on an ongoing basis in accordance with policies and procedures. Identifying and resolving problems related to standards of performance, in consultation with Human Resources Department.
- Completes performance appraisals annually and after completion of probationary period.
- Identifies learning / resource needs of Tenant Companions and Workers

#### Landlord Responsibilities:

- May assist the Manager with the administrative processing of admissions and discharges including tasks such as completion of forms and paperwork, and touring potential clients and their families through the building, etc.
- May communicate directly with clients and their families in matters of tenancy.
- May participate in and assist with the organization of tenant/family quarterly meetings including developing notices of meetings and agendas and circulating same, taking minutes and follow-up on applicable action items, under the supervision of the Manager.
- Liaises with members of the maintenance team to bring forward physical building concerns from tenants, and works with the maintenance team to ensure these issues are remedied in a timely manner.

#### 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.
  - Other duties as assigned
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#### QUALIFICATIONS

##### EDUCATION/CERTIFICATION:

- Recognized post-secondary certificate and/ or diploma in a health related field or Human Resources Management preferred
- Combination of education and work experience may be considered as acceptable

##### REQUIRED KNOWLEDGE:

- Working knowledge of an automated scheduling system preferred
- Demonstrated knowledge and understanding of cultural diversity as it related to clients and staff.

##### EXPERIENCE REQUIRED:

- Minimum two (2) years directly related experience in coordinating and scheduling human resources in the delivery of service to clients
- Minimum two (2) years supervisory experience preferably within a unionized environment

##### SKILLS/COMPETENCIES:

- Intermediate keyboarding and computer skills.
- Must possess a valid Manitoba Driver's license and have access to a reliable vehicle
- Excellent verbal and written communication skills.

- Ability to establish and maintain effective interpersonal working relationships.
  - Excellent organizational and prioritization skills
  - Demonstrated ability to work in a fast-paced environment with constant reprioritization of a large, complex workload to meet deadlines
  - 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: June 2017  
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 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.*