



POSITION DESCRIPTION

POSITION TITLE: LONG TERM CARE RESOURCE COORDINATOR

DEPARTMENT: RECREATION

CLASSIFICATION: RESOURCE COORDINATOR

UNION: MGEU – TECHNICAL PROFESSIONAL

REPORTING RELATIONSHIPS

POSITION REPORTS TO: REGIONAL RECREATION MANAGER – LONG TERM CARE

POSITIONS SUPERVISED: UNCERTIFIED RECREATION FACILITATORS; SCHEDULING CLERK – LONG TERM CARE

POSITION SUMMARY

The Long Term Care Resource Coordinator works under the supervision of the Regional Recreation Manager – Long Term Care and is responsible for the recruitment, orientation scheduling, supervision and evaluation of Uncertified Recreation Facilitators. As a member of the Long Term Care Team, the incumbent supervises and ensures the efficient & effective delivery of programs and processes of the Uncertified Recreation Facilitators and Scheduling Clerk – Long Term Care in accordance with programs standards and policies. The position of the Long Term Care Resource Coordinator 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:

Recruitment

- Responsible for initiating recruitment of Uncertified Recreation Facilitators on identified need; liaises with Regional Recreation Manager and Human Resources Department regarding recruitment strategies and activities.

- Screens, interviews and selects Uncertified Recreation Facilitator.
- Completes employment documentation for all successful applicants and forwards to payroll department.

Orientation

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

Resource Coordination (Scheduling and Assigning)

- Assigns duties to the appropriate Uncertified Recreation Facilitator, ensuring that staff assigned is appropriately skilled/ trained in accordance with Workplace Safety and Health requirements, MGEU Facility Support and Long Term Care policies and guidelines.
- Provides uncertified recreation facilitators with rotating assignments.
- Schedules staff in a cost effective manner with a minimization of overtime.
- Works with scheduling to ensure position coverage at all times and communicates shift/position vacancies.
- Manages and audits the verification and processing of employee timesheets and expenses reports as necessary.
- Troubleshoots payroll concerns as required.
- Maintains and assigns employee additional hours availability in accordance with collective agreement and program policy.
- Approves and schedules coverage for employees who are ill, on leave of absence and / or vacation.
- Liaisons with the Recreation Coordinator, Personal Care Home staff and management, Scheduling Clerk regarding their role supporting resident visitation and site recreation activities at the personal care home.
- Responds to any questions from employees or residents/families related to visitation.
- Consults with the Regional Recreation Manager – Long Term Care and Long Term Care CTM to process special resident/family requests and to address any concerns related to visitation.
- Schedules Uncertified Recreation Facilitators into training sessions and communicates same to staff.
- Adheres to PHIA and FIPPA legislation.

Employee Supervision

- Provides supervision to Uncertified Recreation Facilitators primarily through telephone or video-conferencing direction, structured in office supervision, team / staff meetings, and occasional 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.
- Consults with Regional Recreation Manager as needed to provide supervision to Uncertified Recreation Facilitators.
- Provides information, direction, and consultation regarding changes in assignments, program policies, or guidelines, and assists with problem solving as required.
- Provides direction, support and coaching regarding resident/family specific situations and adapting to workplace change.
- Receives and investigates complaints and occurrence reports involving staff. Submits reports to Regional Recreation Manager – Long Term Care.

- Attends Graduated Return to Work meeting 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, including administrative processes related to workers compensation, sick leave, assignment and seniority lists.

Employee Evaluation

- Monitors and assesses staff performance on an ongoing basis, identifying and resolving problems related to standards of performance, in consultation with the Regional Recreation Manager.
- Identifies learning / resource needs of Uncertified Recreation Facilitators and notifies supervisor.

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.
- Collection and analysis of statistics.

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 residents, family and staff.
- Previous experience with long term care and/or personal care home recreational services preferred.

EXPERIENCE REQUIRED:

- Minimum two (2) years directly related experience in coordinating and scheduling human resources.
- 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 residents, families, 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: 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 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.