



POSITION DESCRIPTION

POSITION TITLE:	DIRECTOR, HEALTH SERVICES – LONG TERM CARE PROGRAM/ PCH STANDARDS
DEPARTMENT:	COMMUNITY & CONTINUING CARE
CLASSIFICATION:	DIRECTOR
UNION:	NON UNION

REPORTING RELATIONSHIPS

POSITION REPORTS TO:	REGIONAL LEAD, HEALTH SERVICES, COMMUNITY & CONTINUING CARE
POSITIONS SUPERVISED:	PCH CLINICAL TEAM MANAGERS; REGIONAL MANAGER RECREATION; REGIONAL EDUCATION COORDINATOR; REGIONAL SOCIAL WORKER; ADMINISTRATIVE ASSISTANT

POSITION SUMMARY

The Director, Health Services – Long Term Care/ Personal Care Home (PCH) Standards is responsible for providing leadership and oversight for Personal Care Homes in the region including 12 Regional Health Authority operated PCHs, 4 contract sites and 2 First Nation sites. The Director, Health Services – Long Term Care/ PCH Standards is responsible for program planning and development, implementation of best practice, adherence to standards of care and supporting priorities in the PCH Program. The Director, Health Services – Long Term Care/ PCH Standards is expected to develop and sustain strong collaborative working relationships with contract and First Nation PCHs. As a member of the Regional Management Team, the Director, Health Services – Long Term Care/ PCH Standards contributes to strategic planning, evaluation, and resource allocation.

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 the 12 RHA operated PCHs to achieve quality care and ensuring that established standards are met or exceeded.
- Provides oversight to contract PCHs to achieve delivery of quality care in compliance with provincial PCH standards and service purchase agreements.
- Collaborates with site leadership in the 2 First Nations sites to support achieving provincial licensing and delivery of quality care in compliance with provincial PCH Standards.
- Ensures regional PCH compliance with related legislation, regulations, guidelines and standards and facilitates 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.
- Supports a culture of learning, innovation and responsiveness to resident and family needs.
- Supports a resident focused environment in all sites.
- Works collaboratively with regional managers, directors, medical staff and other disciplines for the delivery of efficient, effective and safe resident care.
- Supports PCH Clinical Team 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 for the PCH program.
- Supports an environment that fosters teamwork and positive employee relations by adhering to fair and equitable labour relations policies and practices.
- Responsible for achieving fiscal targets in approved budgets for the PCH program and participates in budget planning and monitoring processes.
- Responsible for the prioritization and allocation of resources to support the PCH Program including human, equipment and furnishing resources.
- Sets goals and objectives for the PCH 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 PCH capital projects.
- Collaborates with facility support managers to monitor and address infrastructure needs.
- Collaborates with the regional pharmacy program to meet pharmacy needs for residents at all regional sites.
- Collaborates with community and regional medical staff and Regional Lead, Medical Services & CMO for consistent medical care and leadership to meet resident needs.
- Collaborates with regional 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 PCH contingency planning and emergency response plans.
- Provides visible and proactive leadership by seeking out new options and approaches to problems. Problem solves and ensures follow-up of resident related concerns in collaboration with all relevant parties.
- Promotes effective communication to staff, residents, families, stakeholders, colleagues and the general public about the PCH program and services.
- Maintains a regional after hours on-call support system in RHA operated PCHs.

- 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.
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QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Baccalaureate Degree in Nursing/Psychiatric Nursing or Baccalaureate Degree in other health related disciplines may be considered
- Additional education/preparation in management and administration preferred
- Eligible for licensure and a member in good standing of the college or association that accredits their professional designation, governed by the Regulated Health Professions Act (RHPA)

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 labour relations and collective agreements

EXPERIENCE REQUIRED:

- Five (5) years of leadership experience in a health care setting preferably in Long Term Care
- Experience in program planning, development and evaluation
- Proven ability to effect positive change process

SKILLS/COMPETENCIES:

- Proficient in Microsoft Office computer programs
 - Valid driver's license
 - Given the cultural diversity of the region, the ability to communicate in more than one language would be considered an asset
 - Proficiency in 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.
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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.
- Demonstrates a working knowledge of Workplace Hazardous Materials Information Systems (WHMIS) and adheres to procedures for handling and storing controlled substances as described in the Material Safety Data Sheets (MSDS). Uses personal protective equipment as required.
- 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 that avoids, prevents and corrects all activities or actions that 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.

Created: January 2014
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.