

Position Overview

- ◆ Oversees all aspects of client care and service provision and day-to-day operations within the program area.
- ◆ Leads the program team in attaining program goals and objectives.
- ◆ Manages data collection & analysis related to key performance indicators, performance management, client relations, budget administration & control
- ◆ Ensures continuous compliance with all licensing & regulatory requirements.

Qualifications

- ◆ Bachelor degree in Nursing (Masters preferred) and current registration with the corresponding provincial professional body.
- ◆ Home & Community Care experience is preferred.
- ◆ Minimum 3 yrs management experience involving a multidisciplinary team, budgetary responsibilities and quality management processes.
- ◆ Computer literacy / MDS interRAI competency.

Key Activity Summary

Leads the program team, clients, families and other stakeholders to continuously update the program description/s to meet the short and long term needs of clients within the program area. Leads members of the program team in identifying client goals and health care needs; monitors and evaluates the effectiveness of individual Client Care Plans; and guides team members in the identification of changing care needs;

Champions the development, implementation, evaluation and revision of program activities within a social model framework. Ensures services meet changing needs of the client population and service delivery occurs within the parameters of the community philosophy, service provider agreement and current budget allocation; in accordance with provincial standards and regulatory requirements. Liaises with Health Authority representatives as needed;

As an integral member of the Leadership team, participates in decision-making in matters related to health and safety, continuous quality improvement and financial, risk and human resource management. Participates in care conferences, Community and Neighbourhood Council meetings and client / family meetings as required. Plans and negotiates changes to hospitality service provision with the Hospitality Services Manager and recreation & volunteer needs with the Recreation & Volunteer Manager;

Provides leadership and direction for the program team responsible for the provision of continuing care services by fostering and promoting new initiatives; interpreting and implementing care related policies and procedures; scheduling and assigning work; monitoring and evaluating performance and recruiting, developing and/or terminating employees;

Identifies employee, client and family learning needs. Leads and coordinates the development of in-service education programs in support of program goals and stakeholder needs. Delivers workshops to orientate and support the professional development of program team members. Mentors Program Coordinators to lead daily program activities in support of client-centred care and services;

Oversees the development of client-centred service plans that support quality of life and integration with other clients within the neighbourhood. Supports clients/families in accessing appropriate programs, resources and social services within the inner/outer community;

Under the direction of the Community Administrator, administers and monitors operating budget allocation for the portfolio; makes appropriate adjustments to ensure targets are achieved, reports and justifies variances, develops and presents business case for budget adjustments on a yearly basis. Prepares and presents management reports related to overall performance for the program team in the attainment of program goals and objectives including financial, human resource, service delivery and innovations.