

Position Overview

- ◆ Leads delivery of client-centred care services on a shift-by-shift basis and in accordance with program goals and processes.
- ◆ Evaluates effectiveness of high quality care and service provision on an ongoing basis.
- ◆ Directs program team activities.
- ◆ Recommends improved systems and processes.
- ◆ Strives to achieve program goals.
- ◆ Liaises with clients, families and health authority.

Qualifications

- ◆ Bachelor of Science in Nursing or nursing diploma and practicing membership with the College of Registered Nurses of BC or College of Registered Psychiatric Nurses of BC
- ◆ Minimum of two years experience successfully coordinating care and service delivery within a complex care environment preferred.
- ◆ Strong desire to enhance the lives of seniors by leading & mentoring team members and coordinating care services around client needs, abilities and preferences.
- ◆ Current Level I First Aid
- ◆ Computer literate and familiar with electronic health records including MDS interRAI

Key Activity Summary

Ensures comprehensive Client Care Plans that are tailored to each client's short & long term needs are developed, updated and regularly evaluated for effectiveness. Monitors changing care needs adjusts care & services as needed;

Participates in decision-making relating to matters of health & safety, client care and human resource management. Coordinates the interdisciplinary team to ensure care conferences are held regularly. Supervises implementation of changes in care delivery resulting from care conference decision-making;

Provides leadership, and direction for team members involved in the provision of client care by mentoring and role modeling, fostering and promoting new initiatives; interpreting, developing and implementing policies, procedures and clinical protocols. Periodically assigned 'person in charge' on a shift-to-shift basis. Delivers comprehensive professional nursing care consistent with the Client Care Plan, nursing assessments and client needs;

Contributes to employee performance management by monitoring performance on a shift-by-shift basis, supervising program team members, supporting professional development through mentoring and teaching, providing feedback and recommending learning objectives. Acts as first responder and leads in client or building emergencies on shift;

Provides input to education planning and delivery, quality improvement initiatives, program planning and human resource management. Advises Program Manager of trends, changing needs & precedents impacting the efficiency of care and service delivery and warrant adjustments to the program;

Ensures that client rights to privacy, dignity and respect are consistently met throughout care and service delivery. Advocates for clients and supports families in maintaining meaningful relationships with clients. Communicates with clients and family members concerning care issues, needs, problems and/or conflicts. Effects positive outcomes to complaints and reports unresolved issues to the Program Manager;

Coordinates move-ins, transfers and move-outs of clients within assigned area/s. Liaises with health authority representatives, pharmacy, paraprofessionals, physicians and other stakeholders to ensure individual client needs are addressed and include input from clients and their families;

Coordinates Neighbourhood Council meetings, facilitates participation & ensures minutes are produced and distributed. Assigns rotating chair duties & ensures neighbourhood representation at Community Council meetings;

Ensures client electronic and health records are managed appropriately by all team members. Ensures proper procedures & legalities are adhered to regarding confidential matters and records containing client/family, employee and volunteer information, company data and medication information. Ensures adequate supplies and resources are available to fulfill program requirements.



Care Attendant Interview Summary
