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## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	DIRECTOR HEALTH SERVICES – COMMUNITY & CONTINUING CARE
<b>DEPARTMENT:</b>	COMMUNITY & CONTINUING CARE
<b>CLASSIFICATION:</b>	
<b>UNION:</b>	NON UNION

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## REPORTING RELATIONSHIPS

<b>POSITION REPORTS TO:</b>	EXECUTIVE LEAD HEALTH SERVICES; COMMUNITY & CONTINUING CARE
<b>POSITIONS SUPERVISED:</b>	HEALTH SERVICES MANAGERS

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## POSITION SUMMARY

The Director Health Services – Community & Continuing Care is responsible for the development, implementation and evaluation of the Community & Continuing Care programs and services for the region. This includes responsibility to provide leadership and guidance to designated areas of responsibility. The Director will also be responsible for the oversight of specific programs as designated. These responsibilities relate to ensuring standards are established and monitored, making recommendations to the Executive Lead, Health Services – Community & Continuing Care regarding future direction and planning resources for same.

As a member of the leadership team, the Director Health Services provides input into and makes decisions regarding policy formation, long range planning, program development, and coordination of services and programs within the Community & Continuing Care portfolio.

Key areas of responsibility include leadership, health services management and delivery, staff management, financial and performance management.

The position of Director Health Services, 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:

- Lead a multi-disciplinary team of technical and clinical staff in the integrated delivery of the routine to complex health services for a clinical focus area.
- Inspire and lead health services staff to embrace and adopt integrated, patient-centred care pathways and service delivery models.
- Partners closely with key stakeholders, including First Nations communities and organizations, community groups, and regional and provincial colleagues to strengthen health services delivery.

## **MAJOR RESPONSIBILITIES**

### **Leadership**

- Actively contribute as a member of management to inform organizational strategic planning and implement operating plans for the assigned area(s).
- Carries out professional activities in a self-directed, responsible manner which reflects legal, ethical, and practice standards.
- Acts as a resource and role model for staff.
- Facilitates opportunities for development of leaders or potential leaders within the assigned program area.
- Maintains contact with counterparts in other Regional Health Authorities and professional associations to keep abreast of practice issues and changes in health care delivery systems.
- Facilitates an environment which fosters change and innovation that is in keeping with the organization's mission, purpose and objectives.
- Implements change through effective delegation and participatory management.
- Maintain and apply current knowledge and information on trends in the assigned area(s) of health services to develop, apply and monitor effective strategies that ensure operational goal achievement including innovations in service delivery, technology and patient care techniques with a focus on quality improvement and patient safety.
- Articulates the philosophy of quality improvement which is consistent with that of the organization.
- Identify and inform senior leaders of immediate and long-term opportunities and risks.  
Act as a thought leader and subject matter expert in the leadership of health services delivery for the assigned area(s),

### **Health Services Management and Delivery**

- Manages and leads services within assigned area(s) to enable client access and effective care pathways across the provincial health-care system.
- Advocates, considers and strengthens accessible, appropriate, and safe care for all individuals.
- Participates in, manages and maintains a regional after hours on call rotation for staff working outside of business hours.
- In conjunction with the Chief Medical Officer, responsible for the provision of appropriate physician/psychiatry and other professional consultative services as needed for safe client care.

- Manage organizational change in the assigned service area(s) including recommending and implementing policy, procedures, standards and practices related to the systems and services to meet ongoing customer needs in a dynamic environment.

### **Financial and Performance Management**

- Assesses and plans for future needs in relation to staff, equipment, space, and supplies.
- Establishes/monitors the approved budget for assigned programs and services in collaboration with Executive Lead, Health Services – Community & Continuing Care, Health Services Managers and Finance leads.
- Develop and implement annual operating plans for the assigned area(s), measuring progress quarterly, and adapting tactical approaches to ensure overall operational goal achievement.
- Monitors and analyzes quality improvement data and assists the Health Services Managers to identify solutions for areas of potential risk, or improvements for areas of weakness.
- Reviews and acts based on operational performance metrics aligned with established performance indicators measuring the effectiveness of the service, and achievement of quality and service targets (e.g. service access, service outcomes, stakeholder engagement)
- Modify and improve services to ensure ongoing capacity to meet the dynamic needs of stakeholders.
- Review and act based on operational performance metrics aligned with established key performance indicators measuring the effectiveness of the service, and achievement of quality and service targets (e.g. service access, service outcomes, stakeholder engagement).
- Establish and manage the approved annual capital and operating budgets and expenditures in alignment with approved operating plans and policies.
- Prepares an annual report in consultation with the Health Services Managers that reviews the activities of the past year and the degree to which objectives were achieved.
- Reviews pertinent occurrences and ensure appropriate follow-up.
- Facilitates policy and procedure review and development.
- Maintains records of quality improvement activities and submits reports as requested.

### **Staff Management**

- Lead and mentor staff in an engaged work environment focused on supporting the operating goals of the organization.
- Collaborates with Health Services Managers and Human Resources team to ensure that effective systems for the recruitment and retention of staff are in place.
- Delegate and assign accountability for important outcomes aligned with operating goals to appropriate staff in the work area; providing ongoing support, coaching, mentorship and direction to build staff capabilities and ensure goals are achieved.
- Model and ensure compliance with all organizational policies, procedures, standards of practice and guidelines, and all external legislative, regulatory, accreditation and applicable professional requirements.
- Evaluate and manage the performance of direct reports.
- Provide performance feedback to colleagues internally and in partner organizations based on direct interaction and the outcomes of the work of the staff in their functional areas related to effective collaboration.
- Authority to hire, discipline, and recommend the dismissal and suspension of employees.

### **Advancement of Knowledge**

- Maintains current knowledge of trends and issues within the health care field, and program area(s) and recommends changes in policies and procedures, equipment, and programs/services based on this knowledge.
- Ensures educational opportunities are provided within the available resources.
- Supports research which has the potential to enhance client care and outcomes by:
  - encouraging use of research.
  - promoting an inquiring approach.
  - identifying potential research areas.

This position is guided by the foundational documents of the organization including the organizational vision, mission, values and policies, and available tools, models, methods and standards to support best practices from established independent organizations, and applicable legislation, regulations and standards.

The position holds authority for independent decision-making (hiring, termination, adherence to budget) over a team of professionals focused on providing health services in an assigned area.

### **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.

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### **QUALIFICATIONS**

#### **EDUCATION/CERTIFICATION**

- Baccalaureate degree in a clinical discipline (E.g. BN, RPN, BSW) from a recognized post-secondary educational institution.
- A postgraduate degree in related clinical health area is an asset.
- Advanced educational preparation in Health Services Management and/or leadership.
- An equivalent combination of education and experience may be considered.
- Active 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 the issues in rural health service delivery.
- Knowledge of relevant legislation and regulations and demonstrated experience in applying same.
- Knowledge of program development and evaluation, health care issues, and health care management theory, practice and research.
- Knowledge of/experience with risk management and patient safety.
- Knowledge of/experience with quality improvement/LEAN design.

#### **EXPERIENCE REQUIRED**

- Five (5) years of progressive management experience leading a broad spectrum of health services including:
  - management experience leading an interdisciplinary health service.
  - experience participating in operational planning, implementing operational directives, and achieving formal quality, patient safety, service integration and partner collaboration goals and objectives.
  - experience building and leading a high-performing, interdisciplinary team in a publicly funded health services delivery organization including influencing and collaborating with senior management.
  - experience in proposal writing, budget development, policy development and contract management.
- Five (5) years of direct clinical services delivery across one or more assigned clinical areas of health care, such as:
  - primary health and community services including population health, health promotion and illness prevention for diverse populations across the human lifespan.
  - acute inpatient, specialty care and complex ambulatory settings including mental health and addictions.
  - integrating innovative community-based care modes (such as home care, primary care, etc.) to optimize healthy aging, health restoration and maintenance, and to deliver high quality care in the areas of chronic disease, palliative care, community mental health and addiction, rehabilitation and/or long-term care.

#### **SKILLS/COMPETENCIES**

- Self-directed and creative with experience in developing programs and facilitating change.
- Ability to foster and promote positive working relationships.
- Ability to work independently and appropriately manage multiple tasks within a dynamic environment.
- Ability to consider the continuum of health services in decision-making/planning process.
- Demonstrated senior leadership capabilities. The provincial health system in Manitoba has adopted the LEADS in a Caring Environment framework.
- Demonstrated ability to adapt to, be flexible, manage and facilitate change.
- Must be competent with Microsoft Windows based programs (MS Word, Excel, PowerPoint, and Outlook).
- Demonstrated record of commitment to ongoing professional development and life-long learning.
- Valid Manitoba driver's license and use of a personal motor vehicle.
- Mental and physical ability to meet the demands of the position.
- 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.

#### **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.
- Must be able to work safely in a typical computerized office environment with frequent meetings, and to lift and carry items of up to approximately 10 kg.
- Interruptions to respond to questions from senior management in the organization, third-party compliance bodies, and vendors are common; dedicated and focused time for planning and concentration can be scheduled.

**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.

Created: October 2024  
Date

Revised: \_\_\_\_\_  
Date

Approved by: \_\_\_\_\_ Date

Approved by:  \_\_\_\_\_  
Executive Lead, Community & Continuing Care October 16, 2024  
Date

Reviewed by:  \_\_\_\_\_  
Executive Lead, Human Resources October 16, 2024  
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 position 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.*