



POSITION DESCRIPTION

POSITION TITLE:	REGIONAL MANAGER, HOME CARE
DEPARTMENT:	HOME CARE & PALLIATIVE CARE SERVICES
CLASSIFICATION:	
UNION:	NON UNION

REPORTING RELATIONSHIPS

POSITION REPORTS TO:	REGIONAL DIRECTOR, HOME CARE & PALLIATIVE CARE SERVICES
POSITIONS SUPERVISED:	HOME CARE CLINICAL TEAM MANAGERS (EAST, CENTRAL AND WEST); HOME CARE CASE COORDINATORS; HOME CARE RESOURCE COORDINATORS; HOME CARE RESOURCE COORDINATOR SPECIALISTS; HOME CARE SCHEDULING CLERKS

POSITION SUMMARY

The Regional Manager, Home Care (RM, HC) is responsible for providing leadership to support the ongoing day to day operations of the Home Care programs. Primary responsibilities include oversight and management of clinical care and service delivery, human resource management, fiscal management, policy development, quality management, management of equipment and supplies, program communication and environment management. The RM, HC programs will develop and foster strong collaborative relationships with internal and external programs and stakeholders to ensure integrated and efficient service delivery. Working in concert with the Regional Director of Home Care & Palliative Care Services, the RM, HC programs will assist in policy development, strategic planning, resource allocation and other long range planning activities that will support service excellence within the portfolio. The position of Regional Manager, Home Care 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:

- Ensures effective operations of Home Care to achieve quality care and ensuring that established standards are met or exceeded.
- Communicates the role of the Interlake-Eastern RHA and the programs and services in the portfolio to the public and provides visible and pro-active leadership by seeking out new options and approaches to problems.
- Ensures regional compliance with related legislation, regulations, provincial policies, guidelines and standards and facilitates regional 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.
- Maintains current knowledge of trends and issues within the health care field and management domain and recommends changes based on this knowledge.
- In collaboration with the Regional Director of Home Care & Palliative Care Services, establishes, monitors and evaluates annual objectives/ action plans for the Home Care programs and participates in the development of the annual action plan;
- Participates in a regional after hours on-call support system.

Program Management

- A. Client Care
- Establishes, monitors and evaluates annual objectives for the program;
 - Participates in regular meetings with Regional Director of Home Care and Palliative Care Services, for discussion regarding program activities, budgets, operational problems and challenges and for maintenance of good communication and effective working relationships;
 - Collaborates with other discipline/agencies to meet the established standards of care, service, education and research;
 - Evaluates on an on-going basis client care and support services;
 - Ensures the proper utilization of the region's resources and recommends changes relating to those resources;
 - Establishes and maintains communication with outside agencies and other client care programs;
 - Prioritizes client care activities based on client needs and the availability and preparation of staff;
 - Acts as a resource person, providing direction and accessing clinical supervision to the staff in program delivery and the management of client and family care;
 - Ensures accurate and appropriate documentation of client care;
 - Maintains awareness of safety, security and emergency policies and procedures and ensures staff adherence to same;
 - Investigates clients' complaints/concerns and is responsible for follow up according to regional policy.

B. Human Resources

- Ensures the availability of competent and proficient staff necessary to provide and support the highest quality of care possible within existing resources;
- Supervises, directly or indirectly, personnel in the Home Care programs;
- Manages human resources and interprets and applies regional policies and Collective Agreements;
- Provides leadership to create an environment conducive to effective working relationships;
- Hires and selects staff, including responsibility for interviewing applicants and selecting the successful candidate and has authority to promote / select for internal positions;
- Determines initial salary placement and/or academic allowances consistent with Collective Agreements and regional policy;
- Establishes standards and monitors performance, conducts performance reviews of personnel and is responsible for follow up thereafter;
- Evaluate staff functioning in emergent situations;
- Identify skill levels and knowledge requirements for staff;
- Identify staff potential and promote their development to enhance care delivery;
- Identifies and implements the necessary remedial measures to correct performance or disciplinary problems and is responsible for applying discipline including suspension and/or dismissal and is responsible for evaluating and deciding upon the retention or dismissal of casual and probationary employees;
- Develops training / education plans to address deficiencies, disciplinary and developmental issues, as appropriate;
- Responsible for receiving and dealing with grievances at the complaint stage and step one of the grievance procedure, and thereafter;
- Coaches and facilitates performance of personnel in the program;
- Assigns staff consistent with operational needs and contractual requirements;
- Has authority to grant leaves of absence, schedule vacations, authorize overtime, etc.
- Responsible for attendance management of all staff in the program.
- Supports 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; works in conjunction with Human Resources to establish standards for employee performance and monitors performance, including conducting performance reviews.

C. Fiscal Management

- Assists in allocating and prioritization of human, financial, space, equipment resources to meet the needs of the program;
- Assists in preparing an annual program capital and operating budget by determining staffing levels and supplying equipment needs;
- Approves expenditures for the program as per Regional Guidelines;

- Monitors the budget on a regular basis and takes corrective action as necessary and together with the Regional Director of Home Care and Palliative Care Services will review Home Care CTM variances and staffing templates;
- With the assistance of program staff, identifies areas of unnecessary expenditure and supplies and services and devises and implements methods to reduce and/or reallocate same;
- Reviews monthly financial reports;
- Investigates discrepancies and takes corrective action as necessary;
- Prepares variance analysis;
- Maintains day to day records as necessary for scheduling payroll;
- Maintains accurate workload measurement data.

D. Communications

- Demonstrates effective communication skills and interpersonal skills in the accomplishment of responsibilities. Models and facilitates effective group dynamics.
- Communicates and maintains functional relationships with the appropriate managers to promote efficient inter-program and inter-regional functioning.
- Maintain close interaction and communication with Regional Director, Home Care and Palliative Care Services,
- Communicates with outside agencies to ensure continuity of services.
- Ensures that systems for confidentiality regarding patients and staff are maintained and are consistent with legislative, professional and organizational policies.
- Is responsible and oversees the Home Care Client newsletter and the Home Care Internal web resources.
- 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.

E. Policy Development and Professional Standards

- Participates in the development of regional and program policies and procedures;
- Identifies the need for revision to regional program policies and procedures and participates in the review and revision of same;
- Implements policy directives and establishes and evaluates feedback mechanisms;
- Participates in the development and revision of human resource policies;

F. Program Planning

- Assists in program planning of new programs within the Home Care portfolio and revision of existing programs in collaboration with program leadership team, the Regional Director of Home Care and Palliative Care Services and the Regional Leadership Team, including identifying needs, conducting utilization studies, researching feasibility, coordinating receipt analysis of information, establishing logistics, formalizing proposals, and implementing and conducting ongoing monitoring and evaluation;

- Participates as a member of the Home Care Leadership Team with the coordination of regional activities related to education, teaching, client care and research;
 - Participates in strategic planning for the program;
 - Forecasts future activities and formulates plans to ensure capabilities meet/exceed future needs.
 - Collaborates with Disaster Management in the evaluation and appropriateness of contingency planning and emergency response plans.
- G. Quality Management
- In collaboration with the Regional Director of Home Care and Palliative Care Services and the Regional Leadership Team, develops, organizes, implements and evaluates a continuous improvement/risk management/utilization review program, including the establishment of objectives and criteria, participation in the process review, development of procedures, documenting activities indicating corrective actions taken, ensuring participation of all staff, presenting reports on finding, monitors, evaluates and improves productivity and outcome measurement tools.
- H. Equipment / Supplies / Space Management
- Ensures that there is sufficient equipment for the program and makes recommendations for purchasing new and/or replacement equipment;
 - Orders equipment and supplies within allocated resources;
 - Participates in the planning for physical space to accommodate program delivery
 - Prepares and presents Acquisition Proposals;
 - Ensures appropriate security and use of supplies.
- I. Environmental Management
- Performs in a manner that minimizes risk and exposure to personal and/or corporate liability;
 - Refers repairs of equipment and physical facilities to the appropriate resources;
 - Responsible for safe work practices in the Region;
 - Cooperates with the Workplace Health and Safety Committee as necessary;
 - Responsible for environmental safety for staff, clients, visitors and students;
 - Ensures that staff are knowledgeable regarding proper use, storage and handling of equipment and hazardous materials and remain current with regard to WHMIS requirements;
 - Ensures that all staff comply with the policies and procedures regarding waste handling, and equipment disposal.
- J. Committee Participation
- Member of the Regional Management Team.

- Represents the Home Care program on specific leadership committees, task forces and or working groups as assigned by Regional Director of Home Care and Palliative Care Services.
- Overall responsibility for: Home Care Case Coordinator Committee, Home Care Resource Coordinator Committee, Home Care Labour/ Management Relations Committee (Community Support and Prof/Tech), Home Care Nursing Committee and potentially Home Care HUB member
- Encourages staff to participate on various committees as requested.
- Conducts regular staff meetings.

Education and Research

A. Education

- Collaborates with program staff to identify, plan and facilitate implementation and evaluate orientation and staff development programs;
- In collaboration with the Regional Leadership Team, participates in promoting the goals/objectives of educational programs established by the region.
- Supports research which has the potential to enhance program outcomes. This includes promoting an inquiring approach, facilitating research opportunities, and encouraging the use of research findings.

B. Professional Development and Research

- Maintains and updates professional skills, certification, management skills and knowledge based through continuing education programs, literature reviews, publications and presentations;
- Maintains knowledge of new developments in program areas through journal reviews, interest groups, lectures, committee work.

OTHER

- Performs other duties as assigned.

QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Baccalaureate Degree in a clinical discipline (BN, BSW, Business) from a recognized post-secondary institution, other combinations of related education and experience may be considered.
- Additional education/ preparation in management and/or leadership.
- Eligible for licensure by the college or association that accredits their professional designation and a member in good standing.

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 labor relations and collective agreements.
- Demonstrated participatory management style and the ability to work within a multidisciplinary framework building positive and collaborative relationships;
- Ability to motivate and inspire positive performance.

EXPERIENCE REQUIRED:

- Minimum three (3) years of leadership experience in a health care client care area with preference given to experience in home or community based program areas.
- Demonstrated experience in proposal writing, budget development, policy development and contract management.
- Experience in program planning, development and evaluation
- Proven ability to effect positive change process

SKILLS/COMPETENCIES:

- Proficient in Microsoft Office computer programs. Preference will be given to individuals with advanced understanding/preparation in Procura scheduling software.
- Advanced level of written and oral communication skills.
- Independence in decision making; ability to problem-solve and remove barriers in complex situations; ability to find innovative solutions.
- Demonstrates effective leadership in implementing change management methodology.
- 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.
- Require a road worthy vehicle, a valid driver's license and liability insurance of at least \$1,000,000.00.
- 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.

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: _____
Date

Revised: _____
May 2018
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 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.