



Algoma Residential Community Hospice

Position Title: Clinical Care Manager
Position Status: Full Time Supervisory
Reports to: Executive Director
Remuneration: Salary

Primary Function of Position

The Clinical Care Manager is a Registered Nurse, who functions as a key member of the Leadership team and primarily supports the residential care team. This position, together with the Executive Director and the Medical Director for Algoma Residential Community Hospice (ARCH) commits to assure the highest quality of care and services to the residents and their families/loved ones. The Clinical Care Manager is the clinical resource lead for the residential care team.

Requirements of the Position

- I. Necessary:
 - Clear criminal record.
 - BScN from an accredited program
 - CPR Certification
 - Completion of Fundamentals of Palliative Care and Learning Essential Approaches to Palliative Care (LEAP)
 - Current registration with the College of Nurses of Ontario as a Registered Nurse in good standing
 - Certification in Hospice Palliative Care Nursing Certification (CPCNA) or commitment to pursue certification
 - Professional Liability Protection (PLP)

- II. Assets:
 - Although not required, the ability to provide services in both official languages (French and English) would be deemed an asset

- III. Experience / Skills:
 - Minimum of 10 years of diverse clinical experience; including experience in hospice-palliative care would be preferred

- Minimum of 5 years management experience including leadership, administration, supervision of staff, program development/evaluation, strategic planning, inventory control, risk management, health & safety
- Demonstrated history of recognized leadership abilities, integrity and relationship/team- building skills with both internal and external stakeholders would be an asset
- Critical-thinking, problem-solving and conflict-resolution skills are valuable
- Demonstrated ability to work in a team environment with excellent interpersonal skills, emotional intelligence and empathy
- Proven ability to identify, develop and lead the successful implementation of strategic and operational plans under the guidance of Senior leadership is warranted
- Experience with working effectively with Leadership, Primary Care and Communities of like Practice are also important
- Proficiency with current office technology including, Microsoft Office, including Word, Excel, Power Point, Outlook.
- A valid driver's license, use of reliable vehicle and the willingness to travel.

Duties & Responsibilities:

- Provides clinical leadership and supervisory oversight to ensure quality care is delivered effectively and safely by the residential care team; resulting in the best possible outcomes for the residents and strengthening ARCH's role as a Community Lead Organization in Palliative and Hospice Care.
- Residential care flow and coordination.
- Participates as an active key member of the Leadership team, as required.
- Participates with the Hospice Medical Director and Palliative Specialty MDs/NP, Palliative Care Algoma, HPCO and the Quality Committee of the Board, in monitoring, analyzing trends and advancing quality evidence-based practice(s).
- Works with key community partners on transitions of care (i.e. SAH, HCCSS-NE, OH, AOHT, Funeral homes, etc.).
- Scheduling of human resources within the residential care team, linking to the on-call team as required and supporting leave requests and staffing coverage in the most fiscally responsible manner possible.
- Primary liaison for student placements within the residential care team and orientation of new residential care team staff.
- Nursing Professional Practice Lead – in conjunction with the CNO Standards.
- Carries out necessary administrative functions as required.
- Any other relevant duties as assigned that are required for oversight, service model delivery and provision of residential care.

KEY AREAS OF RESPONSIBILITY:

Quality Assurance

1. In collaboration with the Executive Director, supports the development of a quality improvement program to identify and monitor quality indicators.
2. Ensures high quality end-of-life care in collaboration with the Medical Director, Executive Director, and ARCH Palliative Care Team
3. Lead for the quality of clinical services provided by ARCH
4. In collaboration with ARCH Intake Team, ensures appropriate, prompt, and fair decisions related to admissions/discharges.
5. Investigates concerns or complaints about resident care and reports findings to Executive Director.
6. Ensures operational efficiency and cost effectiveness.
7. Ensures compliance with appropriate Standards

Planning and Policy Development

1. Assists Executive Director in development of goals and objectives, long-term planning, and vision.
2. Assists in the development and revision of hospice policies and procedures relative to hospice services
3. Participates in goal setting annually with the Executive Director, Medical Director and the Board of Directors.

Clinical Care

1. Work in collaboration with ARCH Medical Director, Palliative Physicians, and ARCH staff to develop the palliative care plan, individualized for the resident and based on the best available evidence and standardized palliative care plans.
2. Provides supervision and support to all clinical staff within ARCH
3. Ensures that policies and procedures are in place for medications, medical supplies, equipment, etc.
4. Actively participates in structured interdisciplinary palliative care team case
5. Provides patient care as required conferences.
6. Ensures that resident and family needs are identified and address
7. Coordination of staff education
8. Staffing as needed.
9. Clinical staff interviews and hiring.

Back Up to Executive Director

1. Provides coverage in the absence of the Executive Director.
2. Provides input and assistance in the areas of policy development, planning, human resources and issues resolution.
3. Completes financial reports and other reports, as required and in accordance with established timelines.
4. Meets regularly with the Executive Director and offers support for policy development, reporting, statistics, planning, sharing information, resolution of resident or staff issues.

Financial

1. Provides input from clinical perspective to Executive Director for annual operating and capital budget preparations.
2. Assists in determining needs for supply and equipment budgets.

Education

1. Promote and facilitate staff development through coaching and educational opportunities.
2. Assist in the development and delivery of community/stakeholder education

Internal Relationships

1. Meets regularly with Executive Director for the purpose of information sharing, reporting, planning, role clarification, issues resolution, etc.
2. Provides a linkage between residential staff and Executive Director.
3. Apprises the Executive Director of any real or potential issues as they arise.
4. Participates in all staff meetings.
5. Interacts with colleagues in a respectful, professional manner with the intent to contribute to a positive, team-based work environment.

Community Relationships

1. Represents ARCH Hospice as appropriate at community events or planning meetings.
2. Fosters relationships with community stakeholders to ensure optimum community hospice palliative care services.

Judgment

- This position requires demonstrated tact and understanding in difficult situations. Excellent interpersonal communication and customer service are essential to the position.
- Innovation and creativity will sometimes be required to improve standard ideas or approaches in the way a job is done.
- Work will be assigned by Supervisor but performed independently. The position is accountable to meet quality and quantity standards efficiently and effectively.

Safety

Workers must:

- Comply with all ARCH Infection Control and Occupational Health and Safety Policies and processes to eliminate or minimize unsafe acts or conditions, including identification and reporting of near misses and actual occurrences.
- Be familiar with emergency response plans and comply with the procedures outlined for each type of emergency at all times.
- Works with staff to ensure compliance with all Health & Safety Program guidelines, policies and expectations.
- Operates in compliance with Algoma Public Health, Ministry of Labour and Occupational Health and Safety Act.