



POSITION DESCRIPTION

Position Title:	Director of Care
Department:	Administration
Date:	

JOB SUMMARY:

The Director of Care serves leads and oversees the resident care, recreation, therapies, social work, family care, medical relation areas and support services of Aspen Manor, a 36 bed long-term care Home.

The DOC is responsible for creating operational lines of sight that connect to the goals and objectives of Bethany Pioneer Village (BPV). The DOC supports strategy through the development and execution of operational and business plans, including cascading, monitoring, reporting, and course correction of same. The DOC demonstrates strong leadership to enable an innovative and positive working climate and a client-directed culture. The DOC must work cross functionally within the portfolio and across the organization to support operations. The DOC develops partnerships and works closely with system and community partners.

The DOC assists the Administrator/ CEO in the development, promotion and execution of the corporate strategic plan including the vision, mission, and values by modelling desired culture, and formulating objectives and operational goals.

The DOC serves as a member of the Executive Leadership Team along with the Administrator/CEO, and Administration Assistant. The incumbent works cross functionally and develops collaborative partnerships across the full continuum of care, including external provincial relationships where required.

QUALIFICATIONS:

Education:

- University degree in Nursing with a preference for completion of Post-Graduate training
- Licensed and in good standing with the Saskatchewan Registered Nursing Association

Experience:

- ten years post designation career with continued growth in responsibilities and increased complexity of roles with at least three years at an operational level, as a leader who has developed and led innovative planning and programs in a complex, multi-stakeholder environment
- Experience related to program development and/or health care or equivalent combination of education and experience
- Valid Class 5 driver's license
- Travel within the province of Saskatchewan is required

Knowledge, Skills and Abilities:

- Senior leadership experience



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- Ability to fluently read, write, speak and understand English
- Advanced skills in healthcare management
- Experience in gerontology is an asset
- Knowledge of legislation and applicable laws
- Knowledge of the healthcare system in Saskatchewan
- Demonstrated strong interpersonal and communication skills
- Critical thinking, financial and analytical skills
- Exemplifies ethical practices, professionalism and personal integrity
- Ability to adapt to change or unexpected developments
- Ability to integrate clinical knowledge and experience into activities to enhance clinical practice
- Promotes innovation, guides change and is committed to continuous improvement
- Has a proven ability to collaborate and partner with a wide variety of stakeholders, including community, to balance the needs and interests of these diverse groups while maintaining alignment with strategic priorities
- Demonstrates knowledge of First Nations and Métis History in Saskatchewan along with an understanding of the Truth and Reconciliation Commission Calls to Action
- Demonstrates and is recognized for strategic and operational leadership that includes articulation of mission, vision and values along with strategy that charts a path forward
- Is committed to quality, safety and continuous improvement striving towards zero harm
- Demonstrated computer proficiency
- Basic knowledge of the LEAN management system

ROLE AND RESPONSIBILITIES:

The incumbent provides input and/or expertise as a continuing care representative which includes Committee work as follows:

- Quality & Safety Portfolio meetings
- Quality improvement/accreditation working groups
- Occupational Health and Safety
- Community Association (Resident and family council)
- Joint Management Meetings
- Union Management Meetings
- and other work as deemed necessary

STRATEGIC DIRECTIONS

Directs, and is accountable for, the work of a multi-disciplinary team by cross-functional influence through decision making, prioritization, and direct/indirect leadership in effort to achieve large scale integrated and coordinated services

Major challenges include:

- 1) Direct leadership and supervision of nursing staff including Registered Nurses (RNs), Licensed Practical Nurses (LPNs) and Continuing Care Assistants (CCAs)
- 2) Direct leadership and supervision of therapies staff including Recreation Coordinator and Recreation Workers
- 3) Direct Leadership of support services staff including Cooks, Food service Workers (FSW), Environmental Service workers (ESW), Laundry service Workers (LSW)
- 4) Developing and demonstrating leadership capabilities and commitment to the culture of resident



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directed care

- 5) Ensures a safe environment through continuous learning, quality improvement and use of evidence based and promising practices
- 6) Ensuring adequate and safe staff levels according to critical analysis of census and resident complexity
- 7) Assessing risk management concerns and developing contingency plans

The DOC plans, implements, sustains and evaluates a large variety of cross-functional programming at a facility level based on the strategic direction and quality improvement initiatives from the Saskatchewan Health Authority, Ministry of Health and other stakeholders as appropriate

The incumbent ensures the Administrator/CEO is apprised of, and accountable for mitigation of specific matters relating directly to Continuing Care including the reporting of: risk management assessments, the status of service operations, unanticipated events and disruptions to care and programming, and major urgent needs/ pressures/ developments/ initiatives, particularly those related to care.

The DOC demonstrates a sensitivity to operations through visible, engaging leadership by bringing all staff together to create team-based philosophy to work towards operational objectives.

The incumbent Initiates, collaborates and coordinates with both internal stakeholders and external stakeholders (including those outside of the province) to align the delivery of service with BPV and SHA vision in an effort to provide exceptional care.

The DOC ensures compliance with standards as identified in the Special Care Home Guidelines, Accreditation Canada and where applicable, in compliance with Saskatchewan Health Standards.

The incumbent utilizes specialized knowledge, organizational/staff expertise, and evidence-based best practices in Continuing Care to critically analyze, problem solve and address issues.

The DOC is accountable for the planning, organization, implementation, monitoring, evaluating and reporting of position responsibilities, including course correction as necessary.

The incumbent creates operational line of sight to connect goals and objectives of BPV and to draw on relevant information to identify trends and potential outcomes.

The DOC develops strategies and tactics to effectively and efficiently support and achieve the portfolio's strategic initiatives and the Saskatchewan Health Authority's strategic plan.

The DOC develops and implements operational plans for programs and services to achieve operational objectives.

The incumbent is responsible for developing and managing portfolio budget and serves as a key advisor on portfolio functions and issues, working directly with the Administrator/ CEO on management and organizational issues.

The DOC establishes and manages relationships, partnerships and alliances that support strong engagement and cross functional management throughout the organization and into the SHA.



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The DOC is responsible for developing and leading a strong, highly skilled and engaged team through effective organization and strong interpersonal skills that align BPV processes with the Saskatchewan Health Authority.

The DOC leads collaboratively in a unionized environment, including respecting and working within the terms and conditions of collective agreements.

The DOC directs supervision of staff including hiring, orientation, performance evaluation, development planning, discipline and dismissal.

The DOC is a champion of patient and family centered care and resident-directed care.

The incumbent is sensitive and attuned to stakeholder and community processes and needs, including but not limited to, government processes.

The DOC ensures the site is in compliance with relevant legislation and other directives of BPV, Saskatchewan Health Authority and Ministry of Health.

The DOC demonstrates strong interpersonal and people management skills and a demonstrated ability to lead and motivate a team to accomplish goals.

The DOC serves as a champion the BPV brand and reputation to build and promote trust and confidence. The incumbent ensures safety is embedded through the organization to develop a culture of safety and achieve zero harm.

The DOC motivates and champions quality improvement through active engagement, coaching, measurement and accountability.

The DOC maintains knowledge of Human Resources programs and systems and understands the labour environment and bargaining.

The incumbent fosters a positive, engaged, learning culture.

The DOC demonstrates a commitment to a diverse, culturally competent and culturally safe health system and representative workforce.

The incumbent champions healthcare sustainability by encouraging and embracing innovation, best practice and collaboration.

REPORTING RELATIONSHIPS:

WORKING CONDITIONS:

Physical Effort & Environment:

This position operates in a normal office environment where physical effort is required to carry equipment/materials to various sites for meetings. Frequent walking to various locations is required in this position. Physical effort will be required to complete workplace and environment inspections, transport of people and or equipment required to ensure safety and resident care needs are met. The work requires considerable amounts of time at the desktop computer with extended periods of visual concentration at a



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display monitor. Hands on care as clinical lead for the organization is required to ensure continuity of care and safety within the departments of nursing and support services.

Sensory Attention:

High level of attention to detail is required for legislation, budget, communications, contracts and statistics. Much of the time is spent in meetings where focused attention is required to understand and identify the real issues and to resolve conflict. Considerable concentration is required with a number of key priorities that have tight timelines to have sustainable results achieved. Focused attention is required when meeting with client groups. Attention shifts frequently between multiple competing demands.

Mental Stress:

The BPV and Saskatchewan Health Authority is a very dynamic, highly complex and rapidly changing environment. This position requires the ability to manage stressful situations, and resolve conflicting and demanding issues and priorities. There may be a high level of public, professional and political scrutiny on the decisions made by the incumbent. There are regular and ongoing demands for decisions, actions and results, many of which may be unplanned, taken with limited information and involve many competing factors (patient safety, employee/physician priorities, political and financial implications, ethical decisions and impact on stakeholders.)