

DIRECTOR OF CARE

Full Time

POSITION SUMMARY

The Director of Care (DOC) is accountable for the overall management of the nursing department and resident care services. Through effective management of all resources in the nursing envelope and development a strong nursing team, the DOC will ensure the delivery of optimal care and service, based on legislative requirements and Glen Hill Terrace standards.

The DOC is required to perform their duties in a manner consistent with the core values and employee guiding principles, ensure resident safety, and demonstrate customer service excellence.

Duties and Responsibilities:

A. General Administration

- Plans, co-ordinates, directs and monitors the effectiveness of all operational activities within the nursing department;
- Develops and sustains operational plans for the effective operation of the nursing department;
- Delegates responsibility to nursing staff based on clearly defined lines of authority and communication;
- Establishes and maintains an effective quality and risk management system to ensure legislative regulations and standards are met;
- Participates in strategic planning and accreditation activities;
- Ensures that all required nursing committees are functioning within their terms of reference and areas of responsibility;
- Participates in corporate and external committees as requested and participates in the Corporate Director of Care meetings;
- Follows all corporate policies and procedures; responsible to develop site specific nursing policies as indicated;
- Performs nursing duties as required.

B. Human Resources

- Leads an effective recruitment, orientation, and performance management process in accordance with Glen Hill Terrace's standards for all employees within the nursing department;
- Establishes, monitors and evaluates staffing patterns and work schedules in accordance with the nursing envelope budget and with Collective Bargaining Agreements, as applicable;
- Identifies nursing department learning needs and makes provisions for appropriate education and continuing staff development;
- Fosters positive working relationships with the union and employee representatives.

C. Financial Accountability

- Leads the development of the annual nursing budget;
- Manages and monitors all nursing envelope expenditures, explains monthly variances and works with the Administrator to identify corrective action;
- Ensures effective and efficient procurement and supply control procedures within the nursing department;

- Oversees nursing processes to ensure that all documentation is completed in a manner that maximizes base funding and ensures access to other available funding initiatives.

D. Care Coordination

- Ensures that job routines are established for all nursing personnel;
- Evaluates job routines as necessary to meet resident care needs;
- Ensures effective nursing participation in conferences with the interdisciplinary team providing care to the residents;
- Liaises with medical staff, nurse specialists, and consultants and supports effective clinical care for all residents;
- Utilizes evidence based nursing practice and that will enhance resident care delivery;
- Ensures that care provided is documented as required in a timely manner.

E. Community Relations

- Promotes a positive working environment with the service providers working with the Home;
- Establishes and maintains positive communication between the Home and the community.

F. Family & Resident Relations

- Models and fosters an environment of positive customer service in all aspects of care;
- Responds promptly to concerns of residents and family members, mediating a satisfactory response to concerns and implements action plans to avoid reoccurrence of similar issues;
- Facilitates communication in complex care issues to foster positive resident outcomes;
- Establishes and sustains clinical care in a manner that is resident centred and fosters evidence based best practice;
- Liaises with the Medical Advisor and in collaboration with the Administrator evaluates his/her performance and ability to meet the requirements of the role.

G. Occupational Health & Safety

- Contributes to the development and creation of a safe work culture, leading by example in all aspects of health and safety;
- Ensures direct reports adhere to the OH&S Act and Regulations, all policies and procedures and that personal protective equipment is worn;
- Conducts regular safety audits and inspections of the department;
- Oversees orientation of all direct reports in all areas of health and safety, emergency preparedness and any departmental hazards;
- Participates in drills to prepare for emergencies and attends all education sessions in relation to emergency preparedness.

H. Quality Management

- Ensures the implementation of a complete quality and risk management program for the nursing department;
- Ensures the collection of clinical indicators within time line on a monthly basis as assigned;
- Contributes to the development of recommendations for corrective action to reach corporate mean for clinical indicators;
- Ensures that all risk areas identified are addressed in a timely manner and according to corporate policy and applicable legislation.

J. Ministry of Health Compliance

- Fosters good working relationships with relevant persons within the Ministry of Long Term Care (MOLTC);
- Knows and interprets MOLTC legislation, regulation and process;
- Maintains effective liaison with consultants and physicians;
- Ensures that systems and processes are in place to achieve and sustain compliance in all areas;
- Understands and interprets all components of related legislation for staff, residents and families.

Qualifications:

- Must possess a Current Certificate of Competence from the College of Nurses of Ontario;
- Must possess a Bachelor of Nursing Science or equivalent post diploma education;
- Must possess a minimum of three years' experience in front line management in Long Term Care facilities;
- Must demonstrate experience in working as part of an interdisciplinary team;
- Must demonstrate excellent leadership and communications skills;
- Must possess sound clinical skills and knowledge of gerontological nursing practice;
- Must possess excellent proficiency with WORD, email, internet use and computerized documentation;
- Must have a sound familiarity with the funding process and the funding indicators;
- Must have an extensive knowledge of MOLTC regulations.