



**North Eastman Health Association Inc.
Job Description**

Care Team Manager

Position Summary

The Care Team Manager is a member of the clinical management team and is responsible for the functioning of the department of nursing and other clinical services of the site. Primary responsibilities relate to clinical care, human resource management, fiscal management, policy development and professional standards, program planning, quality management, equipment/supplies, inservice, education, professional development, research, environmental management, committee participation and communication. The position functions in a manner consistent with, and supports the Mission, Vision and Values of the North Eastman Health Association.

Reports To: Director of Acute Care or Director of Long Term Care

Location: Various sites throughout the region

Supervises: Registered Nurses, Licensed Practical Nurses, Registered Psychiatric Nurses, Health Care Aides, Pharmacy Technicians, Physiotherapist, Occupational Therapist, Rehabilitation Aides, Medical Device Reprocessing Aides, Aboriginal Liaison, Ward Clerk

Union: Non Union

QUALIFICATIONS:

Education and Experience

- Bachelor of Nursing or a Registered Nurses with a suitable combination of education and experience;
- Currently registered in and in good standing with the College of Registered Nurses of Manitoba;
- Advanced education preparation in health care management and relevant experience;
- Minimum five (5) years nursing experience, preferably in a hospital or long term care setting.

Knowledge, Skills and Abilities

- Demonstrated effective leadership and managerial ability;
- Demonstrated effective communication abilities, both written and oral;
- Knowledge and experience developing and monitoring hospital policy and procedures;
- Experience in employee and labour relations;
- Demonstrated ability to analyze complex situations and environments and produce innovative solutions;
- Good physical and mental health to meet the demands of the position;

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- Ability to foster and maintain positive working relationships;
 - Self motivation.

POSITION DUTIES AND RESPONSIBILITIES:

Provides leadership and support to the site facility and program in the following areas of responsibility:

1. Departmental Management

A. Client Care

- Ensures that the quality of client care management is consistent with the mission and strategic plan of the region;
- In collaboration with the Director, establishes, monitors and evaluates annual objectives for the department(s), consistent with the Region's mission and strategic plan and participates in the development of the annual action plan;
- Participates in regular consultation with the Director regarding budgets, operational issues 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;
- Reports significant information related to client care to the Director;
- Evaluates on an on-going basis client care and indicator reporting;
- Participates in program planning which is based on client satisfaction, research based evidence and cost effective client care.
- Ensures the proper utilization of the Facility's resources and recommends to the Director changes relating to those resources;
- Establishes and maintains communication including communication with physicians and outside agencies, to ensure continuity of client care;
- Maintains ongoing communication with the multidisciplinary team
- Priorizes client care activities based on client needs and available resources
- Acts as a clinical resource person providing direction and assistance to the staff in the management of client and family centered care;
- Ensures accurate documentation of patient care;
- Participates in the establishment, review and modification of client and family teaching programs;
- Maintains awareness of safety, security and emergency policies and procedures and ensures staff adherence to same;
- In conjunction with the patient representative, as appropriate, investigates client complaints/concerns and is responsible for follow up

B. Human Resources

- Identify skill levels and knowledge requirements for staff;

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- Hires and selects staff, including responsibility for interviewing applicants and selecting the successful candidate
 - Determines initial salary placement and/or academic allowances consistent with Collective Agreements and regional policy;
 - Ensures the availability of competent and proficient staff necessary to provide and support the highest quality of care possible with;
 - Manages human resources and applies regional policies and Collective Agreements;
 - Provides leadership to create an environment conducive to effective working relationships;
 - Establishes standards for employee performance, and monitors performance, including conducting performance reviews;
 - Identify staff potential and promote their development through education and opportunity;
 - 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;
 - Identifies and implements the necessary remedial measures to correct performance or disciplinary problems and is responsible for applying discipline including suspension and/or dismissal;
 - Responsible for receiving and dealing with grievances at the complaint stage and step one of the grievance procedure, and thereafter in collaboration with human resource management staff;
 - Participates in the collective bargaining process;
 - Coaches, mentors and facilitates performance of personnel in the department(s);
 - Schedules 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 department(s) according to established practice.

C. Fiscal Management

- In collaboration with the Director, allocates human and financial resources to meet the needs of the department(s);
- In collaboration with the departments and the Director prepares annual new initiative proposals for the enhancement of client care in the program;
- In collaboration with the various departments and the Director prepares annual departmental capital and operating budgets;
- Approves expenditures for the department(s);
- Monitors the budget on a regular basis and takes corrective action as necessary;
- With the assistance of departmental staff, identifies areas of unnecessary expenditure of 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 and prepares monthly variance analysis and forwards to Director;
- Responsible to maintain day to day records as necessary for staff scheduling and payroll departments;
- Maintains accurate workload measurement data.

D. Policy Development and Professional Standards

- Participates in the development and revision of regional and program policies and procedures;
- Implements policy directives and establishes and evaluates feedback mechanisms;
- Ensures adherence to all regional, program and departmental policies and procedures;

E. Program Planning

- Participates in the development of plans for new programs and revision of existing programs in collaboration with the Director including identifying needs, conducting utilization studies, researching feasibility, coordinating analysis of information, establishing logistics, formalizing proposals, and implementing and conducting ongoing monitoring and evaluation;
- In collaboration with the Director and Staff Development Coordinator assists with facilitating and identifying activities related to education, teaching, patient care and research;
- Participates in the development of the annual program action plan;
- Forecasts future activities and human resource requirements and formulates plans to meet the future needs.

F. Quality Management

- In collaboration with the Care Team develops, organizes, implements and evaluates a continuous improvement/risk management/utilization review program, including: the establishment of objectives and criteria for the department, participation in the process review, development of procedures, documenting activities indicating corrective actions taken, ensuring participation of all staff, with the goal to improve productivity and outcome measurement.
- Takes a lead role in the discussion and analysis of program specific indicators at both a program and regional level.

G. Equipment/ Supplies/ Space Management

- Ensures that there is sufficient equipment for the department(s) and makes recommendations for purchasing new and/or replacement equipment;
- Orders equipment and supplies within allocated resources;
- Participates and promotes staff involvement in the planning of renovations;
- Prepares Requisition for Supplies and Request for Fixed Asset Proposals;

- Ensures appropriate security and use of supplies.

2. Education and Research

A. Inservice

- Serves as a resource to staff and other health care professionals in collaboration with the staff educator.

B. Education

- Collaborates with Staff Development Coordinator to identify, plan and facilitate implementation and evaluate orientation and staff development programs;
- In collaboration with the Director, participates in promoting the goals/objectives of educational programs established by the region.

C. Professional Development

- 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 departmental areas through journal reviews, interest groups, lectures, and committee work.

3. Other

A. Environmental Management

- Refers repairs of equipment and physical facilities to the appropriate departments;
- Ensures that all staff comply with the policies and procedures regarding waste handling, and equipment disposal.

B. Committee Participation

- Represents the department(s) on specific committees, Task Forces and/or Working Groups as assigned by the Director;
- Encourages staff to participate on various committees as requested;
- Chairs and participates on appropriate committees as requested;
- Conducts regular staff meetings.

C. Communications

- Communicates with department staff, both individually and as a group to promote efficient functioning and high morale;
- Close interaction and communication with the Director in apprising him/ her of any problems, situations and or differences;

- Communicates with other managers to achieve sufficient functioning of the facility;
- Communicates and maintains functional relationships with the appropriate managers to promote efficient inter-program and inter-regional functioning;
- Communicates with outside agencies to ensure continuity of services.

Workplace Safety and Health

- 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.
- Other duties as assigned.

Revised: _____
Date

Approved by: _____
Manager/ Supervisor Date

Approved by: _____
Vice President/ CEO Date

Reviewed by: _____
Director, Human Resources Date