



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

**Home Care Resource Coordinator Specialist  
Project Coordinator Term**

**POSITION SUMMARY:**

Under the supervision of the Manager of Home Care Services, the Resource Coordinator Specialist is responsible for the research, design and implementation of two new projects within the Home Care Program – the implementation of EFTs across the region for Home Care Support and Attendant Workers and the implementation of Procura Scheduling software across the region.

**Reports To:** Manager, Home Care Services

**Union:** MGEU – Technical Professional

**Supervisory:** None

**Site:** Beausejour

**QUALIFICATIONS:**

**Education and Experience**

- Post secondary education in health/ social services and/ or Human Resource Management an asset
- Minimum 3 years experience as a (Home Care) Resource Coordinator
- Experience facilitating/ mentoring and teaching staff in the areas of policy, guidelines and protocols
- Experience with project management an asset

(other combinations of education and experience will be considered)

**Knowledge, Skills and Abilities**

- Effective oral and written communication skills as well as effective interpersonal skills
- Ability to work within a computerized environment with demonstrated proficiency in automated systems
- Ability to manage and meet deadlines and competing demands
- Good physical and mental health and the ability to manage stress
- Ability to travel and adapt to significant travel time as well as different working environments in other offices
- Technical – expertise in Resource Coordinator role, responsibilities, knowledge, processes and procedures as they relate to basic principles of continuous quality improvement

**Home Care Resource Coordinator Specialist Project Coordinator Term**

- Conceptual – ability to understand the interconnectedness of community, hospital, and home care with the complexities of the home care program within NEHA
- Communication – vertical, horizontal, network verbal, written/electronic communication and collaboration with home care leaders, Case Coordinators, Resource Coordinators, Direct Service Staff, Human Resources, Payroll, etc.
- Analytical – ability to collect and utilize statistical information for needs assessment, gap analysis, root cause, monitoring and evaluation
- Adaptability – organization, time management and prioritization response to a dynamic and complex environment
- Troubleshooting – proactive approach to problem and risk management
- Problem-solving – identify deviations from procedures or objectives, and find alternatives to alleviate issues
- Valid driver's license and vehicle required

**POSITION DUTIES AND RESPONSIBILITIES:****1. Staff Development:**

- Forecast and identify educational needs through supporting documentation and according to project plans
- Develop and maintain orientation curriculum and resource materials for new and existing Resource Coordinators pertaining to FTEs and Procura
- Coordinate and participate in the training programs for FTEs and Procura
- Provide learning through adult education principles, knowledge of learning styles, on-site, in the classroom or via web-based connections

**2. Consultation and Partnership Support:**

- Provide ongoing information feedback to enable and empower RCs on task-related activities
- Provide information and feedback to management at leadership meetings
- Advise Program Manager of RC performance-related issues
- Provide information and feedback to committee/teams working on the FTE and Procura implementations;
- Work in collaboration and partnership with the Provincial Home Care Scheduling team and the MGEU FTE Implementation representatives

**3. Process Management:**

- Review key processes that add value to client, staff and are critical for program success
- Recommend and draft procedures and processes for the Manager
- Develop procedures and Best Practice Guidelines related to the use of the Procura application and scheduling
- Read and interpret biweekly MSSP reports for analysis and application to the EFT and Procura projects

- Audit RC's Direct Service Worker schedules, matching to payroll reports; communicate concerns to Manager and respective RC
- Ensure compliance with Memorandum of Understanding regarding implementation of FTEs and compliance with all collective agreements through the roll-out of the projects

**4. Project Planning and Implementation:**

- Under the direction of the Director/Manager, research, design and implement changes that will improve client's satisfaction, program costs and indicators, RC's productivity and work life for the FTE and Procura projects
- Recommend future program development opportunities
- Identify changing and internal issues that are helping or hindering quality and productivity
- Based upon program objectives and target audience, determine goals and sub-objectives, performance measures and develop a critical path, and manage projects within the time frames provided
- Determine labor and supply costs
- Develop and operationalize implementation schedules

**5. Monitoring and Evaluation:**

- Establish a performance measurement process to identify, monitor and analyze program activities
- Determine information to be measured, i.e. quality, accuracy, frequency, over-cost, compliance, costs and budget tracking
- Design data collection tools and methodology, and gather data that is complete, accurate and reliable
- Interpret and present summary data to Director, establish an ongoing quality improvement cycle

**6. Communication:**

- Provide appropriate, effective and timely communication to Director, Manager, RCs, CCs, committees, project teams and staff
- Participate in delivery of training for RC, CC, Payroll, Administrative, Mental Health staff for Procura application
- Participate in education sessions for Direct Service Staff on the changes as a result of FTE implementations
- Complete month end reports; submit to Manager/Director
- Write clear and concise reports i.e. progress reports, evaluation reports, recommendation reports, memos/emails
- Maintain current reference documents, oversee printing of updates to same

**Workplace Safety and Health**

- Provides a safe environment by ensuring the adherence to Workplace Safety and Health Regulations and Policies and Infection Control Guidelines. Obeys all safety and health rules and conditions, incidents, near misses, injuries or illnesses immediately.

- Demonstrates a working knowledge of Workplace Hazardous Materials Information Systems (WHMIS) and adheres to procedures for handling and storing controlled substances as described in the Material Safety Data Sheets (MSDS). Uses personal protective equipment as required.
- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facilities Fire, Disaster and Evacuation Plan.

**Patient Safety**

- Participates in and demonstrates an understanding of patient safety principles and practices into all day to day activities. Follows all safe work practices and procedures and immediately communicates any activity or action which may constitute a risk to patient safety.
- Other duties as assigned.

Original Dated: \_\_\_\_\_  
Date

Approved by: \_\_\_\_\_  
Manager/ Supervisor Date Revised \_\_\_\_\_

Approved by: \_\_\_\_\_  
Vice President/ CEO Date Revised \_\_\_\_\_

Approved by: \_\_\_\_\_  
Director, Human Resources Services Date Revised \_\_\_\_\_