



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

**Director, Home Care Services**

**POSITION SUMMARY:**

The Director, Home Care Services is a member of the regional management team and is responsible for the functioning of the Regional Home Care Program. Primary responsibilities relate to client care, human resource management, fiscal management, policy development and professional standards, program planning, quality management, equipment/supplies/space management, inservice, education, professional development, research, environmental management, committee participation and communication.

**REPORTS TO: Vice President – Programs & Services**

**LOCATION: REGIONAL**

**SUPERVISORY:**

The following classifications report to the incumbent

- Home Care Case Co-ordinators
- Home Care Resource Co-ordinators
- Palliative Care Coordinator
- Services to Seniors Specialist

**QUALIFICATIONS:**

Education and Experience

- Baccalaureate Degree in a relevant health care profession (Social Work, Nursing, Physiotherapy, Occupational Therapy etc.) with a minimum of four years recent related experience ; or a suitable combination of education and health care experience relevant to the position.
- Advanced preparation in health services management.

Knowledge, Skills and Abilities

- Demonstrated managerial experience preferably in a health care setting, including but not limited to leadership, budgetary matters, communication skills, positive and pro-active attitude, planning and organizing skills;
- Demonstrated communication abilities, both written and oral;

- Ability to adapt, be flexible, manage and facilitate change;
- Solid understanding of computer applications, in particular Microsoft Office Programs
- Knowledge and experience in health policy and procedures;
- Experience in employee and labour relations;
- Good physical and mental health to meet the demands of the position;
- Ability to foster and maintain positive working relationships.
- Self-motivated.

### **MAJOR RESPONSIBILITIES:**

1. Program Management
  - a) Client Management
  - b) Human Resource Management
  - c) Fiscal Management
  - d) Communications
  - e) Policy Development and Professional Standards
  - f) Program Planning
  - g) Quality Management
  - h) Equipment/Supplies/Space Management.
  - i) Environment Management
  - j) Committee Participation
2. Education
  - a) Education
  - b) Professional Development & Research
3. Other

### **MAJOR ACTIVITIES:**

Consistent with the mission and strategic plan of North Eastman Health Association Inc. and program standards and guidelines, the incumbent is responsible and has authority for:

1. Program Management

#### A. Client Care

- Establishes, monitors and evaluates annual objectives for the program;
- Participates in regular meetings with Vice President Programs and Services for discussion regarding program activities, budgets, operational problems and challenges 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 Program Team;
- Evaluates on an on-going basis Client care and support services;
- Ensures the proper utilization of the Region's resources and recommends changes relating to those resources;
- Establishes and maintains communication with outside agencies and other Client care programs;
- Chairs the panel (MAPP) process in North Eastman;
- Priorizes Client care activities based on Client needs and the availability and preparation of staff;
- Acts as a resource person, providing direction and clinical supervision to the staff in program delivery and the management of Client and family care;
- Ensures accurate and appropriate documentation of client care;
- Maintains awareness of safety, security and emergency policies and procedures and ensures staff adherence to same;
- Investigates Clients' complaints/concerns and is responsible for follow up.

#### B. Human Resources

- Ensures the availability of competent and proficient staff necessary to provide and support the highest quality of care possible within existing resources;

- Supervises, directly or indirectly, personnel in the Home Care program;
- Manages human resources and interprets and applies regional policies and Collective Agreements;
- Provides leadership to create an environment conducive to effective working relationships;
- Hires and selects staff, including responsibility for interviewing applicants and selecting the successful candidate and has authority to promote / select for internal positions;
- Determines initial salary placement and/or academic allowances consistent with Collective Agreements and regional policy;
- Establishes standards and monitors performance, conducts performance reviews of personnel and is responsible for follow up thereafter;
- Evaluate staff functioning in emergent situations;
- Identify skill levels and knowledge requirements for staff;
- Identify staff potential and promote their development to enhance care delivery;
- Is 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;
- Is responsible for receiving and dealing with grievances at the complaint stage and step one of the grievance procedure, and thereafter;
- Participates in the collective bargaining process;
- Coaches and facilitates performance of personnel in the program;
- Assigns 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 the program.

#### C. Fiscal Management

- Allocates human, financial, space resources to meet the needs of the program;
- Prepares an annual program capital and operating budget by determining staffing levels and supplying equipment needs;
- Approves expenditures for the program;
- Monitors the budget on a regular basis and takes corrective action as necessary;
- With the assistance of program staff, identifies areas of unnecessary expenditure and 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;
- Prepares variance analysis;
- Maintains day to day records as necessary for scheduling payroll;
- Maintains accurate workload measurement data.

#### D. Communications

- Demonstrates effective communication skills and interpersonal skills in the accomplishment of responsibilities. Models and facilitates effective group dynamics.
- Communicates and maintains functional relationships with the appropriate managers to promote efficient inter-program and inter-regional functioning.
- Maintain close interaction and communication with Vice President Program and Services.

- Communicates with outside agencies to ensure continuity of services.
- Ensures that systems for confidentiality regarding patients and staff are maintained and are consistent with legislative, professional and organizational policies.

#### E. Policy Development and Professional Standards

- Participates in the development of regional and program policies and procedures;
- Identifies the need for revision to regional program policies and procedures and participates in the review and revision of same;
- Implements policy directives and establishes and evaluates feedback mechanisms;
- Participates in the development and revision of human resource policies;

#### F. Program Planning

- Responsible for program planning of new programs and revision of existing programs in collaboration with program staff, the Management Team and Vice President Programs and Services, including identifying needs, conducting utilization studies, researching feasibility, coordinating receipt analysis of information, establishing logistics, formalizing proposals, and implementing and conducting ongoing monitoring and evaluation;
- Participate and the Management Team with the coordination of regional activities related to education, teaching, client care and research;
- Participates in strategic planning for the program;
- Forecasts future activities and formulates plans to ensure capabilities meet/exceed future needs.

#### G. Quality Management

- In collaboration with the Vice President, Programs and Services and the Management Team, develops, organizes, implements and evaluates a continuous improvement/risk management/utilization review program, including the establishment of objectives and criteria, participation in the process review, development of procedures, documenting activities indicating corrective actions taken, ensuring participation of all staff, presenting reports on finding, monitors, evaluates and improves productivity and outcome measurement tools.

#### H. Equipment / Supplies / Space Management

- Ensures that there is sufficient equipment for the program and makes recommendations for purchasing new and/or replacement equipment;
- Orders equipment and supplies within allocated resources;
- Participates in the planning for physical space to accommodate program delivery
- Prepares and presents Acquisition Proposals;
- Ensures appropriate security and use of supplies.

#### I. Environmental Management

- Performs in a manner that minimizes risk and exposure to personal and/or corporate liability;
- Refers repairs of equipment and physical facilities to the appropriate resources;
- Responsible for safe work practices in the Region;
- Cooperates with the Workplace Health and Safety Committee as necessary;
- Responsible for environmental safety for staff, clients, visitors and students;
- Ensures that staff are knowledgeable regarding proper use, storage and handling of equipment and hazardous materials and remain current with regard to WHMIS requirements;

- Ensures that all staff comply with the policies and procedures regarding waste handling, and equipment disposal.

#### I. Committee Participation

- Member of the Regional Management Team.
- Represents the home care program on specific committee, task forces and or working groups as assigned by Vice President Programs & Services.
- Encourages staff to participate on various committees as requested.
- Conducts regular staff meetings.
- Chairs and participates on various committees as requested.

#### 2. Education and Research

##### A. Education

- Collaborates with program staff to identify, plan and facilitate implementation and evaluate orientation and staff development programs;
- In collaboration with the Management Team, participates in promoting the goals/objectives of educational programs established by the region.
- Supports research which has the potential to enhance program outcomes. This includes promoting an inquiring approach, facilitating research opportunities, and encouraging the use of research findings.

##### b) 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 program areas through journal reviews, interest groups, lectures, committee work.

3. Other

- Performs other duties as required.

Revised: \_\_\_\_\_  
Date

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

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

Reviewed by: \_\_\_\_\_  
Human Resources Manager Date \_\_\_\_\_