



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

**Director of Acute Care**

**Position Summary:**

The Director of Acute Care is responsible for the development, implementation and evaluation of the acute care programs and services for the region. This includes responsibility to provide leadership and guidance to each acute care facility, dialysis program, therapy services, pharmacy, telehealth and health records.

As a member of the management team, the Director of Acute Care provides input into and makes decisions regarding policy formation, long range planning, program development, and coordination of services and programs within the Acute Care Program.

The Director of Acute Care functions in accordance with NEHA's Mission, Vision and Values, policies and procedures and any applicable legislation. Primary responsibilities relate to, communication, planning and organization, leadership, resource allocation, quality improvement, advancement of knowledge.

**Reports to:** Vice President Programs and Services

**Location:** Regional

**Union:** Non Union

**Supervisory:**

The following classifications report to the incumbent

- Care Team Manager
- Staff Development Coordinator – Acute Care
- Regional Pharmacist

**Qualifications:**

**Education and Experience**

- Baccalaureate Degree in nursing, with a minimum of five years experience in health care management and/or nursing leadership.
- Current registration in good standing with the College of Registered Nurses of Manitoba.
- Advanced educational preparation in health services management & nursing leadership.

**Knowledge, Skills and Abilities**

- Demonstrated managerial experience in a health care setting, including but not limited to leadership, strategic planning, financial management, and human resource;
- Demonstrated communication abilities, both written and verbal.
- Demonstrated participatory management style and the ability to work within a multidisciplinary framework;

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- Demonstrated organizational skills and an ability to use the problem-solving approach in both patient and administrative matters;
  - Self-directed and creative with experience in developing programs and facilitating change;
  - Demonstrated ability to foster and promote working relationships;
  - Possess a commitment to self-development;
  - Demonstrated ability to adapt to, be flexible, manage and facilitate change;
  - Competence in computer skills including use of Microsoft Office products;
  - Good physical and mental health to meet the demands of the position.

### **Major Responsibilities**

#### **Communication**

- Promotes effective communication to staff, clients, other agencies and the general public about programs and services offered in acute care.
- Communicates and helps interpret organizational goals and objectives throughout the organization.
- Communicates the role of NEHA and the programs and services to the public and provides visible and pro-active leadership by seeking out new options and approaches to problems. Problem solves and ensures follow-up of client-related complaints in collaboration with all relevant parties.
- Models and facilitates effective group dynamics, collaborates in resolving any dynamic issues within the health care team.
- Represents the RHA on a variety of committees as appointed or approved by the VP Programs and Services.
- Analyzes and facilitates modification of communication systems to ensure timely and accurate information flow.
- Ensures that systems for confidentiality regarding clients and staff are maintained and are consistent with legislative, professional, and organizational policies.
- Provides reports to the VP Programs & services as required.

#### **Planning and Organization**

- Meets with the Care Team Managers (and others assigned to area of responsibility) on a regular basis to evaluate the current operation and to assess and plan for the future.
- Provides guidance and direction individually to managers in the provision of patient care and problem solves complex situations where obstacles to optimal patient care arise.
- Works with the Managers, Medical Staff, and other disciplines to ensure the delivery of efficient, effective, and safe patient care.
- Works closely with Programs and Services Leadership team to plan and implement programs which will facilitate optimal utilization of hospital, long term care or community based resources.

#### **Leadership**

- Carries out professional activities in a self-directed, responsible manner which reflects legal, ethical and practice standards.
- Acts as a resource and role model for staff.

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- Maintains contact with counterparts in other Regional Health Authorities and professional associations to keep abreast of practice issues and changes in health care delivery systems.
  - Facilitates an environment which fosters change and risk taking that is in keeping with the organization's mission, purpose and objectives.
  - Implements change through effective delegation and participatory management.

### **Resource Allocation**

- Assesses and plans for future needs in relation to staff, capital equipment, renovations, supplies and equipment.
- Establishes/monitors the approved budget for assigned programs and services in collaboration with VP Programs and Services, and Managers.
- Collaborates with Care Term Managers to ensure that effective systems for the recruitment and retention of staff are in place.
- Recommends and participates in trials and research of new products and equipment to enhance efficiency and cost-effectiveness of health care delivery.
- Authority to hire, discipline, and recommend the dismissal and suspension of employees.

### **Quality Improvement**

- Articulates the philosophy of quality improvement which is consistent with that of the organization.
- Participates in the development of the strategic plan for assigned responsibilities including the establishment of short and long term goals and priority activities.
- Monitors and analyzes quality improvement data and assists the Care Team Managers to identify solutions for areas of potential risk, or improvements for areas of weakness.
- Reviews pertinent occurrences and ensure appropriate follow-up.
- Facilitates policy and procedure review and development.
- Prepares an annual report in consultation with the Care Team Managers that reviews the activities of the past year and the degree to which objectives were achieved.
- Maintains records of quality improvement activities and submits reports as requested.

### **Advancement of Knowledge**

- Maintains current knowledge of trends and issues with the health care field, and management domain and recommends changes in policies and procedures, equipment, and programs/services based on this knowledge.
- Ensures educational opportunities are provided within the available resources.
- Supports research which has the potential to enhance patient care and outcomes by:
  - encouraging use of research
  - promoting an inquiring approach
  - identifying potential research areas

Revised: August 2003  
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Date

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

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

Reviewed by: \_\_\_\_\_ Date  
Director, Human Resources