



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

Manager, Senior Support Programs

Position Summary

This position functions in a manner consistent with and supports, the mission, vision and values of the North Eastman Health Association. The Manager of Seniors Support Programs is responsible for the regional development of the community-oriented services supports and programs that will enhance the health and social well-being of the senior population in the North Eastman Region. In collaboration with other regional colleagues and local communities, the Manager of Seniors Support Programs will identify needs and implement strategies to support the independent living of older adults. The Manager of Seniors Support Programs functions as the on-site leader to North Eastman's Supportive Housing Initiatives.

Reports To: Director of Home Care Services

Location: Location to be determined.

Supervises: The following classifications report to the incumbent

- Supervisor, Supportive Housing
- Services to Seniors Coordinator Specialist

Union: Non Union

QUALIFICATIONS:

Education and Experience

- University degree in a social science or community development related field
- Additional educational preparation in Gerontology is an asset
- Additional educational preparation in Management/Human Resources
- Experience in community development
- Experience in seniors program development

Knowledge, Skills and Abilities

- Managerial experience preferably in a health care setting, including but not limited to leadership, budgetary matters, communication skills, positive and pro-active attitude, program planning and organizational skills
- Ability to manage and facilitate change
- Experience in employee and labour relations
- Ability to foster and maintain positive working relationships
- Ability to communicate both verbally and in writing; ability to facilitate workshops and to speak in public venues

POSITION DUTIES AND RESPONSIBILITIES:

- Program Management:
 - Client Management
 - Human Resource Management
 - Fiscal Management
 - Program Planning
 - Communications
 - Policy Development

Major Activities:

Consistent with the mission and strategic plan of North Eastman Health Association Inc, and program standards and guidelines, the Manager of Seniors Support Programs is responsible and has authority for Adult Day Programs, Congregate Meal Programs, Supportive Housing Programs, relationships with the Services to Seniors Boards and individuals in their employ, and Seniors Activity Programs.

A. Client Management:

- Establishes, monitors and evaluates program objectives
- 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 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 client complaints/concerns and is responsible for follow up
- Participates in regular meetings with the Director of Home Care Services for discussion regarding program activities, budgets, operational problems and challenges and for maintenance of good communication and effective working relationships;
- Conducts all tours of property/units for Stony Plains Terrace and also, in consultation with representatives of Ironwood Development Corporation, conducts tours of Ironwood Supportive Housing.
- Screens, reviews and approves all applications for supportive housing
- Leads all lease orientations and signings and submits all relevant documentation to Manitoba Housing.
- Manages and maintains client waiting lists for supportive housing buildings and for Stony Plains Terrace Elderly Persons Housing complex; attends Admissions Committee meetings to prioritize same.
- Acts in the role of landlord for Stony Plains Terrace; inspects all apartments for move-in condition and turnover status. Works with members of Physical Plant team to ensure readiness of rental units for occupancy and to resolve any maintenance issues within suites on behalf of clients.

B. Human Resource Management:

- 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, the Supportive Housing Supervisor and the Services to Seniors Specialist. Liaises with Services to Seniors Boards and provides direction and expertise in relation to their Human Resource Management concerns.
- Hires and selects staff, including responsibility for interviewing applicants and selecting the successful candidate
- Establishes standards and monitors performance, conducts performance reviews of personnel and is responsible for follow up thereafter
- In consultation with the Director of Home Care Services, identifies and implements the necessary remedial measures to correct performance or disciplinary problems and is responsible for applying discipline including suspension and/or dismissal;
- Assigns staff consistent with operational needs and contractual requirements;
- Has the authority to grant leaves of absence, schedule vacations, authorize overtime, etc.
- Responsible for attendance management of staff

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
- Monitors regionally funded Support Services to Seniors projects to ensure that programs are operating within the guidelines under which they were funded
- Approves expenditures for the programs
- 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
- Prepares variance analysis
- Maintains day to day records as necessary for scheduling payroll
- Maintains accurate workload measurement data
- Consults with appropriate members of the Regional Management Team to determine annual rent and service package increases for supportive housing and annual cost of living increases for the Meals on Wheels programs in the region.

D. Program Planning:

- Responsible for program planning of new SSGL, Adult Day and Supportive Housing programs and for revision of existing programs, in collaboration with the Director or Home Care Services and program staff.
- Coordinates planning so as to ensure regional perspective and attentiveness to the individuality of each community
- Participates in strategic planning for the program
- Forecasts future activities and formulates plans to ensure capabilities meet/exceed future needs.
- Provides consultation to Services to Seniors Boards and Coordinators in relation to program and operating issues
- In consultation with the Director or Home Care Services, 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, documentation activities, and ensures participation of all staff in same

- Maintains statistical data and reports data to appropriate bodies

E. Communication:

- Demonstrates effective communication skills and interpersonal skills in the accomplishment of responsibilities. Models and facilitates effective group dynamics
- Communicates and maintains functional relationships with colleagues, community groups, and staff and works to promote efficient inter-program and inter-regional functioning.
- Promotes positive attitudes to aging by working in collaboration with communities, organizations, Boards and individuals in developing workshops and seminars on health promotion
- Maintains close interaction and communication with the Director of Home Care Services
- Ensures that systems for confidentiality regarding clients and staff are maintained and are consistent with legislative, professional and organizational policies
- Communicates annual rental and service package increases to clients and families
- Liaises and communicates with Manitoba Housing for all aspects of tenancy for Stony Plains Elderly Persons Housing and Supportive Housing programs.
- Acts in the role of Manager of supportive housing buildings – liaises with clients and families regarding their concerns and complaints; conducts quarterly Tenant/Family meetings to facilitate ongoing positive client relations
- Acts in the role of change agent and change manager when program changes are implemented; gathers feedback on changes and incorporates feedback into modifications, where appropriate.

F. Policy Development:

- Participates in the development of program policies and procedures
- Implements policy directives and establishes and evaluates feedback mechanisms;
- Remains current and compliant with regulations and policies affecting tenancy including matters involving the Residential Tenancy Branch of Manitoba Housing. Ensures all program policies and procedures are in compliance with same.

G. Other:

- Collaborates with program staff to identify, plan and facilitate implementation and evaluate orientation and staff development programs
- In collaboration with the Director of Home Care Services, participates in promoting the goals/objectives of educational programs established by the region
- Maintains and updates professional skills and knowledge based through continuing education programs, literature reviews, publications and presentations;
- Performs other duties as required

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

Updated February, 2012