

POSITION: **DIRECTOR OF RESIDENT CARE**

REPORTING RELATIONSHIP: Executive Director

SCOPE

Reporting to the Executive Director, the Director of Resident Care is a senior member of the Leadership Team and is responsible for the delivery of quality, customer focused care and services for Residents and Families by:

- ♦ Providing effective leadership and direction to Clinical Leads , Nurses In Charge and staff;
- ♦ Functioning as the resource person for “Best Practice” in Resident Care Services;
- ♦ Leading quality improvement and achieving positive results;
- ♦ Promoting safety across the organization.

RESPONSIBILITIES

1. Support and promote the Centre’s Mission, Vision and Values. Is a role model and mentor of GentleCare, of Residents Rights and the Code of Ethics.
2. Collaborate with other Leaders to determine organizational policy, plan activities and events, review data and information and participate in operational decision making.
3. Liaise effectively with external groups, agencies and key organizational partners for the delivery of Resident Care Services and to represent and promote the organization. Partners include but are not limited to Fraser Health, Veterans Affairs Canada, other service providers and external community and health agencies.
4. Participate in the development, implementation, and communication of the Centre’s Strategic Operational Plan.
5. Develop action plans and strategies to focus and evaluate personal performance towards the assigned goals of the Strategic Plan. Establish an annual Performance Plan with the Executive Director.
6. Ensure that resident care delivery practices are in compliance with regulatory and licensing requirements, professional standards, accreditation standards and organizational policies, procedures, standards and program guidelines through regular monitoring and evaluation.

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7. Based on evaluation results, identify and prioritize specific actions to improve the operation and function of Resident Care Services. Provide direction to Care Coordinators, designated nurses in charge and other care staff, as assigned.
 8. Support a culture of Quality Improvement consistent with the priorities of the Strategic Plan. Lead and coordinate groups, teams and or committees in improvement initiatives. Research and seek "Best Practice" information as the foundation for improvement.
 9. Prioritize and promote a culture of safety and risk mitigation for all customers of the organization through due diligence, mentoring, role modeling, investigation, problem solving, effective decision making, communication and education.
 10. Ensure the timely collection of specified information; summarize and analyze indicator data to identify risk and monitor quality of care outcomes. Report information to the Executive Director and to designated internal and external groups.
 11. In collaboration with the Executive Director, prepare the annual operating budget for the Resident Care services. Regularly monitor variances, expenditures and initiates collaborative appropriate actions to align performance within the established budget.
 12. Participate in the acquisition and replacement process for capital equipment through the identification of priorities for Resident Care programs and services.
 13. Monitor and evaluate the effectiveness of contracted services for resident care. Collaborate with the Executive Director to identify where service improvements and/or expansion may be made.
 14. Ensure effective resident centred care processes, communication and documentation systems are in place and coordinated with other disciplines through the direction, coaching, mentoring, and empowering of the Clinical Leads.
 15. Maintain up to date, accurate, Best Practice based Resident Care policy, procedure standards and program descriptions for staff reference. Collaborate with other disciplines as indicated.
 16. Act as a resource person and consult with interdisciplinary team members regarding problems and issues affecting the delivery of resident care.
 17. Act as a resource person and consult with residents and families, as required. Follow up on resident and family feedback and complaints and ensure effective resolution and full disclosure.
 18. Select and supervise immediate subordinate staff; develop work schedules and assignments within the parameters of the Collective Agreement, and in consultation with Human Resources.
 19. Monitor and respond to staffing issues on the assigned units daily. Consult with and advise the Staffing Clerk regarding baseline requirements.

20. Respond to grievances, discipline and terminate staff in collaboration with the Executive Director.
21. Complete probationary and regular performance reviews for assigned staff and provide support to them in the achievement of their identified personal goals. Monitor staff attendance and respond to absenteeism in accordance with the established Attendance Management Program. Consult with the Clinical Leads, as required.
22. Within the parameters of the Centre's education plan, identify and plan regular education topics for resident care staff and other disciplines, as applicable, consistent with safety, identified learning needs, and organizational priorities. Conduct education or obtain resource persons; promote and facilitate staff attendance.
23. Promote staff health, wellness and work life balance. Ensure that the workplace environment meets legislative standards for occupational health and safety.
24. Support the placement of students for work experience and coordinate with other disciplines, as indicated.
25. Assume responsibility for the Centre during the absence of the Executive Director, as assigned.
26. Act as the designated manager on-call, as scheduled.
27. Lead or participate in internal and external committees, as required.
28. Perform other related duties and management functions, as assigned.

CREDENTIALS

- ♦ Bachelor's degree in Nursing or a related health discipline.
- ♦ Master's degree in Nursing, Health Care Administration or related discipline is preferred.
- ♦ Minimum five years experience in Health Care. Recent experience in Complex Residential Care preferred.
- ♦ Minimum of three years experience in a supervisory or managerial role.
- ♦ Current licensure with the College of Registered Nurses of BC.

COMPETENCIES:

Leads People

- ♦ Acts with integrity
- ♦ Builds teams
- ♦ Develops others

- ◆ Communicates clearly

Customer and Community Focused

- ◆ Is customer focused
- ◆ Engages Stakeholders and partners
- ◆ Awareness of external environment

Leads a Culture of Quality

- ◆ Strives for personal effectiveness
- ◆ Inspires and works towards a vision
- ◆ Promotes innovation

Achieves Results

- ◆ Thinks conceptually
- ◆ Demonstrates initiative
- ◆ Effectively manages resources
- ◆ Is accountable

Executive Director Approval

Date

Director, Human Resources

Date