



UNION JOB DESCRIPTION

JD1056

JOB TITLE:	Coordinator, Site Operations	JOB DESCRIPTION NO.:	80184/N.VI.23003.001
CLASSIFICATION:	Program and Services - Profile Classification - Level 5	GRID/PAY LEVEL:	NL5
COLLECTIVE AGREEMENT:	Nurses Bargaining Association	HSCIS NO.:	23003
UNION:	BCNU	JOB/CLASS CODE:	SI: 80184 CINI: 23003
PROGRAM/DEPARTMENT:	High Intensity & Rehabilitation Services - Admitting & Patient Flow;Community Hospitals	BENCHMARKS (If Applicable):	
REPORTING TO:	Manager		
FACILITY/SITE:	Victoria General Hospital, Royal Jubilee Hospital, Saanich Peninsula Hospital, Nanaimo Regional General Hospital, Cowichan District Hospital, West Coast General Hospital, North Island Hospital (Campbell River & District)		

JOB SUMMARY:

In accordance with the Vision, Purpose, and Values, and strategic direction of the Vancouver Island Health Authority, patient safety is a priority and a responsibility shared by everyone at VIHA; as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

Reporting to the Manager, the Coordinator, Site Operations, is responsible for the overall clinical operations and administrative management of the site after hours and on weekends, by supporting the various units/programs/services in contingency planning implementation related to patient care, staffing, patient placement and bed utilization.

Provides site leadership and direction to staff in charge, multi-disciplinary teams and other health care providers. Coaches, mentors and supports staff to solve complex problems impacting patient care and safety. Monitors and assesses the efficiency and effectiveness of patient services and coordinates site operations in accordance with established policies and standards of quality and patient care.

Directs the effective and efficient use of available resources, including alignment/realignment of staffing resources, providing timely decisions regarding bed access and patient placement, and implementing contingency plans to support patient safety and staffing in accordance with collective agreements and Vancouver Island Health Authority (VIHA) policies and procedures. Supervises and evaluates assigned staff.

Develops and maintains primary working relationships with internal and external medical and clinical healthcare providers, community agencies, management and administrative personnel. Addresses and supports resolution of customer service/client relation issues and promotes an integrated and seamless continuum of service.

Interprets, monitors and adapts site policies and procedures to support patient service delivery goals and standards and participates in the development of VIHA policies and procedures and strategic planning for patient service delivery. Provides leadership for site quality and risk management activities.

Travel and the use of a personal vehicle are requirements of this position. Transportation arrangements must meet the operational requirements of the Vancouver Island Health Authority in accordance with the service assignment.

TYPICAL DUTIES AND RESPONSIBILITIES:

1. Directs staff in charge and coordinates appropriate patient placement and/or discharge needs. Ensures that appropriate resources are available, including staffing, to provide safe patient care. Authorizes required overtime in consultation with staff in charge.
2. Coaches, mentors and supports staff to solve complex problems impacting patient care and safety. Collaborates with Managers and educators to provide opportunities for continuous learning to support staff remaining current with best practices. Promotes a supportive, collaborative environment for all staff using a team approach.
3. Assesses the efficiency and effectiveness of patient placement, patient flow and bed utilization and recommends areas for improvement. Participates in site utilization problem solving. Assesses critical situations and makes decisions on course of action, including use of overtime for patient care staffing, bed utilization and authorization of bed openings. As required, develops and implements contingency plans to address unforeseen or unanticipated situations and circumstances as they arise; acts as liaison with on call Managers from other VIHA Programs and Administrator On Call.
4. Communicates with BCBedline to facilitate patient transfers. Represents the assigned site at bed meetings; collaborates in the identification and resolution of patient care issues, ethical questions/issues, and the coordination and integration of care.
5. Assesses workload/staffing needs and allocates staff accordingly. Ensures there is appropriate follow-up to the contingency staffing plan in clinical areas; communicates concerns/issues to the individual health service Managers. In collaboration with the appropriate Manager and/or Director, participates in the financial and human resource management for assigned site. Provides feedback for performance reviews of relief team and casual staff as required. Monitors staffing and implements changes consistent with patient care and service standards. Monitors budgets as assigned and assists in annual budget preparation as required.
6. Collaborates with Staffing Services to ensure optimal staffing levels are maintained and the use of overtime is minimized and effectively monitored.
7. Responsible for assigned staff with a direct reporting relationship, including selecting and supervising staff, delegating work, conducting performance evaluations, administering the use of resources and revising policies/procedures and standards as required. Supports the staff in charge with scheduling and coordinating staff assignments; investigating and resolving staff issues according to the provisions of the appropriate collective agreement and VIHA policies; refers contentious and disciplinary staff issues to appropriate Manager.
8. Attends to problem/conflict situations, customer service/client relations issues, and facilitates successful resolution. Actions include the identification of quality improvement opportunities, meeting with patients/clients/families; initiates corrective action, including changes to existing policies and/or procedures.
9. Ensures all unsafe situations are reported; investigates situations in consultation with in charge staff and forwards findings to appropriate Manager and/or Director, including initiating complaint intake forms, as required.
10. Contributes to the development of and/or facilitates the implementation and evaluation of goals and objectives, standards and policies, ensuring consistency with established standards and objectives of the VIHA, the site and the patient care services.
11. Investigates and resolves staff issues in accordance with the provisions of the collective agreements and VIHA and site policies; refers contentious staff issues to the appropriate Manager.
12. Implements safety, fire prevention and evacuation procedures as required. Documents and communicates outcomes to the appropriate Manager and/or Director. Participates in Emergency Preparedness activities; acts as incident commander as necessary.
13. Represents the assigned site and/or program on committees and to outside agencies to provide clinical knowledge and input as required.
14. Performs other related duties as required.

QUALIFICATIONS:

Education, Training And Experience

Bachelor degree in Nursing. Masters degree in Nursing preferred. Registration with BC College of Nurses and Midwives as a practicing RN registrant. Five (5) years' recent related experience, including two (2) years relevant

clinical experience, and two (2) years supervisory and health care management experience. Valid BC Driver's License.

Skills And Abilities

- Effective interpersonal and leadership skills.
- Comprehensive knowledge of nursing theory and evidence-based practice
- Comprehensive knowledge of health care disciplines and their role within health care
- Demonstrated ability to effectively plan, organize and prioritize work in a continuously changing environment, to identify variances and implement strategies to achieve desired patient care outcomes
- Ability to apply collaborative and systems approach to resolving patient flow and access issues utilizing critical thinking, problem solving and decision making skills
- Ability to supervise
- Ability to coordinate care within available resources, including the ability to develop and modify staffing deployments
- Ability to effectively employ human relation skills including conflict resolution
- Ability to contribute to the professional and organizational vision as it pertains to clinical practice and patient care
- Demonstrated critical thinking and problem solving skills
- Demonstrated commitment to teamwork, collaborative practice and life long learning
- Demonstrated ability to facilitate change
- Ability to operate related equipment, including a computer utilizing a variety of software applications
- Physical ability to perform the duties of the position.