



## UNION JOB DESCRIPTION

**JD4427**

<b>JOB TITLE:</b>	Community Health Worker Supervisor, LPN	<b>JOB DESCRIPTION NO.:</b>	80282
<b>CLASSIFICATION:</b>	Licensed Practical Nurse II - Community Care	<b>GRID/PAY LEVEL:</b>	NL2
<b>COLLECTIVE AGREEMENT:</b>	Nurses Bargaining Association	<b>HSCIS NO.:</b>	26005
<b>UNION:</b>	BCNU	<b>JOB/CLASS CODE:</b>	80282
<b>PROGRAM/DEPARTMENT:</b>	Community Health Services	<b>BENCHMARKS (If Applicable):</b>	
<b>REPORTING TO:</b>	Leader, Community Health Services		
<b>FACILITY/SITE:</b>	VIHA SI Community Health Services Home Support: Saanich Peninsula, Salt Spring Island, Outer Gulf Islands, Downtown/Victoria West, James Bay/Oaklands, Esquimalt/Westshore/Sooke, Oak Bay/Gordon Head, Hillside Seniors Health Unit (Piercy Respite Hotel)		

### 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.

The CHW Supervisor coordinates the delivery of Home Support Services by conducting home visits, implementing client Care Plans, and responding to service delivery concerns. The CHW Supervisor directly supervises Community Health Workers and assists with their training, evaluation and discipline. The CHW Supervisor collaborates with the health care team and client/family in a 24-hour, 7 days per week model and reports directly to the Home Support Manager.

### TYPICAL DUTIES AND RESPONSIBILITIES:

1. Provides customer service to Community Health Workers, clients, families and partners (i.e. Health Authority).
2. Provides support, supervision and monitoring of Community Health Workers (CHWs) by providing education, training, guidance and follow-up on care delivery to clients.
3. Provides input regarding clients needs, performances and progress, and assists the interdisciplinary team with assessing, developing, implementing, updating and evaluating plans to meet the needs of clients.
4. Provides information, insight and teaching to CHWs on client care plans, collaborates with RNs in Community Health Services to ensure the understand delegation of tasks and care plans. Provides CHWs with related education and teaching. This may occur from an office environment or in the client home.
5. Responds to client and CHW feedback related to the delivery of home support services, making appropriate recommendations or taking action if necessary.
6. Assesses client's needs, determine the care activity(s) that are within the CHWs job description and identify any potential risk.
7. Assigns care activities to the CHW that are within the LPN scope of practice, individual competence, permitted within employer policy.
8. Assists clients and CHWs by providing on-site training and evaluation appropriate to client needs.

9. Provides initial home visits to clients and families; support ongoing clinical needs thereafter.
10. Supports clients, employees and health authority in a dynamic and high-paced call center.
11. Maintains pertinent professional client and employee documentation, including computer records.
12. Initiates and participate in performance management in consultation with leadership.
13. Maintains up-to-date knowledge of relevant policies and procedures.
14. Partners with home support schedulers and CHWs in the delivery of care.
15. Visits and support clients in their home.
16. Prepares and participate in client care conferencing.
17. Supports our safety culture by investigating, documenting and reporting incidents, accidents and near misses, and implementing corrective actions as appropriate for both client and employee related incidents.
18. Follows all related due diligence requirements as a Supervisor; including WorkSafe BC Regulations and duties as a supervisor.
19. Participates in the continuous quality improvement and program evaluation activities, education sessions, team conferences, meetings and committees.
20. Assists in the orientation and continuing education of new staff, students and other members of the Health Care Team by sharing information and demonstrating procedures/techniques.
21. Performs other related duties as assigned.

## **QUALIFICATIONS:**

### **Education, Training And Experience**

Registration with BC College of Nurses and Midwives as a practicing LPN registrant; WHMIS certificate; Certification in CPR, Standard First Aid and Food Safe; or other qualifications determined to be reasonable and relevant to the level of work.

Valid BC Driver's License and a reliable vehicle. Clear Police Criminal Record Check and Solicitor General's Criminal Record Check.

### **Skills And Abilities**

- Strong knowledge of computer applications, data entry and keyboarding skills
- Strong organization and time management skills
- Ability to effectively communicate both verbally and in writing
- Ability to communicate with clients, clinicians and CHWs
- Ability to problem-solve and deal with conflict resolution
- Ability to multi-task and problem solve in a call center environment
- Ability to support, supervise, guide and mentor HCA/CHWs in the delivery of quality care
- Ability to establish and maintain positive working relationships and participate effectively as a team member