NON-CONTRACT ROLE DESCRIPTION

JD5512

ROLE TITLE:	Clinical Manager, Tertiary Site Operations	**ROLE DESCRIPTION NO.:**	5512
DEPARTMENT:	Tertiary Sites	**HEABC REFERENCE NO.:**	18721827
REPORTING TO:	Director, Tertiary Site Operations	**HSCIS CODE:**	04231
CLASSIFICATION:	NCEM/Range E MCO	**JOB CODE:**	91620

ROLE SUMMARY

NOTE: This job applies to a manager responsible to provide clinical and operational leadership to a front-line clinical patient care department or health program that is delivered through multi-disciplinary health care teams in a hospital and/or community-based direct patient/client care setting. The departments are large with the Manager Clinical Services/Program Operations **directly supervising at a minimum Nurses at the Level 4 or 5 classification/wage rate.**

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

Reporting to the Director, Tertiary Clinical Operations, the Unit Manager is responsible for the day-to-day unit operation including direct supervision of unit staff. This role interacts with physicians, nursing staff, unit staff, and other departments and interdisciplinary team members on a daily basis and provides clinical support to patient/resident care by exception only. The position facilitates and fosters interdisciplinary participation in patient/resident care activities and coaches, mentors, motivates and empowers clinical staff.

The Unit Manager fosters an environment that empowers and supports individuals to provide safe, quality care; or ensures service contracts meet performance criteria that include safe, quality care.

DUTIES AND RESPONSIBILITIES:

1. Provides leadership of people to foster an environment that is supportive of engagement, innovation, individual and team achievements and the provision of safe, quality care.

2. Models and promotes collaborative interdisciplinary team functioning in the planning and delivery of patient/resident focused holistic care.

3. Ensures physician's orders are processed; liaises with other unit leaders and departments within facility on care matters, direct, and indirect.

4. In collaboration with Clinical Nurse Educator (CNE), provides coaching, mentoring and clinical support around complex clinical decision making.

5. Recruits people, provides leadership and mentorship on individual leadership and development plans, and provides regular, ongoing, clear and meaningful feedback to provide recognition and to address performance improvement.

6. Supervises staff and may provide direct or indirect supervision to allied health professionals on the unit; develops and monitors learning and development plans for staff; completes assessment of staffing on the unit.

7. Manages and monitors approved budget analysing variances and taking corrective action as required. Participates in both the short and long range capital and operating budget process ensuring resource needs of assigned area are met.

8. Collaborates with patients/residents and families on a daily basis with attention to conflict resolution, problem solving and care planning.

9. Ensures assessment, planning and evaluation of patient/resident care occurs as per program guidelines.

10. Monitors acuity level of resident or patient population.

11. Provides input into pre-admission, admission and on-going orientation plan for patient/residents and their families.

12. Encourages client involvement in community programs where such programs are suitable to client needs. Coordinates community services as appropriate.

13. Promotes an environment that maximizes patients' dignity, independent, privacy, freedom of choice and decision making.

14. Supports unit and/or organizational change by raising awareness through communication, helping staff to cope with and understand changes that may impact them.

15. Develops partnerships with other programs and agencies within the health system to optimize the continuity of care.

16. Performs other related duties as assigned.

QUALIFICATIONS:

Education, Training And Experience

A level of education, training and experience equivalent to a bachelor's degree in a health-related field and seven years of relevant management experience. Current registration with professional licensing body.

Skills And Abilities

- Demonstrated leadership ability and highly developed interpersonal and communication skills.
- Demonstrated commitment to client focused services and teamwork and an integrated/coordinated system of services.
- Ability to integrate administrative, professional and operational aspects of the department throughout Island Health in an effective and efficient manner.
- Ability to develop and nurture an environment where quality improvement principles are embraced and used on a continuous basis.
- Demonstrated ability to lead in the context of evolving needs.
- Strong management skills, particularly in staff and budget areas.
- Ability to work effectively with staff and physicians.
- Excellent communication, interpersonal skills, problem solving and conflict resolution skills.
- Demonstrated ability to lead others and negotiate creative solutions.
- Ability to utilize both analytical skills and conceptual thinking to identify and resolve issues.

LEADS in a Caring Environment Framework: https://cchl-ccls.ca/pld-leads/the-leads-framework/