NON-CONTRACT ROLE DESCRIPTION

JD5527

ROLE TITLE:	Manager, Long-Term Care	**ROLE DESCRIPTION NO.:**	5527
DEPARTMENT:	Continuing Health Services, Long-Term Care	**HEABC REFERENCE NO.:**	N/A
REPORTING TO:	Director, Long-Term Care - VIHA Operated Sites	**HSCIS CODE:**	04231
CLASSIFICATION:	NCEM/Range E MCO	**JOB CODE:**	91625

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.

The Manager, Long-Term Care is responsible for all aspects of planning, organizing and directing the delivery of long-term care services for the assigned site.

This position provides leadership in the delivery of client and resident care with a focus on coordination and integration of services. Ensures a program-wide perspective in access to care and allocation of resources. Manages, directly and through delegation, the professional and clinical practice of staff, the quality of care and ensures departmental policies and procedures comply with professional, legal, and VIHA standards.

DUTIES AND RESPONSIBILITIES:

1. Promotes the Vision, Mission, Values and Service Philosophy of the VIHA.

2. Develops customer-focused services by collaborating with customers and staff to develop appropriate service delivery plans within available resources.

3. Encourages open communication and collaboration through the development and support of organizational teams.

4. Promotes, leads and manages quality improvement in all services and programs of responsibility.

5. Ensures broad participation in planning processes by customers, community, employees and other health care providers and agencies as needed.

6. Ensures objectives established by services within the program are consistent with Program and VIHA Goals and Objectives.

7. Develops and recommends capital and operating budget plans for services within the program to the Director. Implements, manages and assumes responsibility for approved capital and operating budgets taking corrective actions as necessary.

8. Ensures the development and appropriate approval of policies and procedures for services with the program.

9. Ensures that processes and criteria are in place to evaluate the effectiveness and efficiency of program services.

10. Provides managerial/administrative support in accordance with the admin on call policy.

11. Hires and supports the development of those in reporting relationships, providing clear definitions of responsibility and levels of authority. Evaluates performance to improve individual and organizational performance, taking action as needed in accordance with prevailing policy and relevant contracts.

12. Administers, with support from human resources/labour relations, the collective agreements of staff in direct and indirect reporting relationships. Sits as Management representative on committees such as Union/Management, OH&S, and Essential Services, as requested by the Director or delegate.

13. Identifies clinical and organizational opportunities for analysis, investigation and improvement.

14. Participates as a member of and chairs relevant care teams, councils or committees as appropriate, such as Site Operations Team.

15. Performs other related duties as assigned.

QUALIFICATIONS:

Education, Training And Experience

A level of education, training and experience equivalent to a Bachelor of Science in Nursing or a degree in a relevant health discipline. Seven (7) years' health care experience including several years at the supervisory/management level.

Skills And Abilities

- Ability to integrate administrative, professional and operational aspects of the program in an effective and efficient manner.
- Ability to develop an environment where quality improvement principles are embraced and used on a continuous basis.
- Ability to lead and manage, to motivate, delegate and operate in both structured and unstructured situations.
- Strong planning skills, strategic and operational.
- Ability to work with delegates to provide program services at multiple sites in a regional setting.

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