



## NON-CONTRACT ROLE DESCRIPTION

JD5638

<b>ROLE TITLE:</b>	Regional Manager CRT Community Resource Team	<b>ROLE DESCRIPTION NO.:</b>	5638
<b>DEPARTMENT:</b>	Community Health Services	<b>HEABC REFERENCE NO.:</b>	18721769
<b>REPORTING TO:</b>	Director, Strategic Clinical Network	<b>HSCIS CODE:</b>	4080
<b>CLASSIFICATION:</b>	NCEM/Range 10	<b>JOB CODE:</b>	91698

### ROLE SUMMARY

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, the regional manager CRT, initiates and facilitates the intersection and collaboration between organizational partners and program areas, supporting service provision to clients and their families in a community setting. Establishing and maintaining strong relationships with leaders across community, organizational programs and external partners is integral to this role.

The Regional manager CRT is responsible for advancing system wide strategic priorities and ensuring consistent, effective, and safe practice standards are established for the provision of health services in communities across all Community Local Health Areas within Island Health, including 14 Community Health Services sites for leaders, regulated and unregulated providers. This role has responsibility for identification of barriers to care delivery in the uncontrolled home environment, by recognizing gaps in current policies, practices and procedures and works with senior leadership to endorse recommendations for innovative net new processes, policies and procedures that address program, systems, and organizational deficiencies.

The Regional manager CRT provides leadership in managing and implementing change and ensuring an environment that supports strong Community Health Services, in alignment with Island Health's culture, values and strategic direction.

The Regional manager CRT is responsible for both project and operational activities required to ensure development and ongoing support of Community Health Services strategic and tactical plans. The Regional manager CRT provides leadership within Island Health and provincially to advocate for the delivery of Community Health Services strategies that enable Island Health strategic clinic outcomes, including identifying, planning, implementing, and supporting care delivery and transformation.

The Regional manager CRT will work closely with healthcare providers and other stakeholders to ensure the delivery of high-quality Community Health Services that meet the needs of patients/clients and meet the organization's goals and objectives. The Regional manager CRT works closely with clinical leadership to build knowledge of successful practices and to identify and consolidate strategic requirements that respond to the changing needs of the program, new organizational and Ministry of Health directives.

The Regional manager CRT leads a team of highly skilled Senior Specialists, clinical teams (NL4s and P2Bs) and other supporting positions that provide consultation and direction for direct care staff and their leadership when complex care cases occur outside of regular and established organizational guidelines, policies and procedures and/or create significant risk to staff, clients or the organization. Provides leadership in the development and provision of training and education programs to ensure competency that supports regulated staff working to full scope of practice and unregulated staff having the skills and training to provide autonomous home-based care. This role is responsible for managing associated budget including temporary project budget in addition to regular operating budget.

## **DUTIES AND RESPONSIBILITIES:**

1. Plans, manages, and leads the regional Community Health Services team responsible for the delivery and continuous improvement of the program areas consistent with, the mission and strategic plan of both the department and Island Health. Regional manager CRT directly leads three or more interdisciplinary teams (across 3 bargaining unions and non-contract agreement) within the Community Resource Team area, including operations, service design, quality, risk mitigation and business processes.
2. Develops, implements, and evaluates new areas of practice direction, standards and education in areas where standards, guidelines or processes do not already exist or where application of current processes do not meet clinical and/or program needs. Accountable for regionalization of standardized practice and processes across all Community Health sites.
3. Accountable to lead, direct and oversee clinical program planning, development, implementation and evaluation in all aspects of the project. May chair project committees and executive project committees, and liaises with internal stakeholders, other agencies, public and private partners to plan clinical program and service requirements for the project.
4. Assumes overall responsibility for the management of special projects, including delivery of expected outcomes, management of related human and financial resources.
5. Identifies issues that will have an impact on existing or planned operations for Community Health service area(s). Evaluates risks, develops mitigation plans, and escalates to Director and other members of expanded executive leadership.
6. Understands contributing factors that create organizational risk and develops regional strategies and implementation plans that reduce or mitigates those risks (e.g., WorkSafeBC Compliance, developing staff and patient safety protocols, disaster & emergency planning).
7. Provides strategic leadership through consultation and collaboration with stakeholders to ensure all facets of the project/initiative has been vetted in order to identify issues/areas of concern, or identify risks which may impact project implementation readiness. Ensures newly designed and/or modified policies, processes, protocols or program structures are developed and implemented which support desired outcomes. Ensures all initiatives integrate seamlessly to support the overall goals of Island Health.
8. Leads the development of evaluation criteria for developed and/or ongoing projects/initiatives. Advises on evaluation strategies; facilitates the evaluation process; oversees the monitoring and appraisal of project outcomes as it relates to established program expectations.
9. Provides strategic leadership and planning for Community Health Services and is accountable for short-term and long-term strategies, including accountability for design, implementation, evaluation, and sustainment of key mandated priorities of the organization and Ministry of Health.
10. Designs and implements strategies for controlling and effecting change, helping people to adapt to change and overcome resistance to change. Negotiates to ensure Community Health program needs are met while aligning with the broader goals of the organization.
11. Develops strong and collaborative relationships with internal programs across Island Health and with relevant external partners/interested parties/user groups to achieve organizational KPIs, identify opportunities for innovation, and create solutions.
12. Leads and oversees a team of professionals to maximize articulated goals and objectives by performing duties such as providing support, consultation, and guidance to staff, establishing clear definitions of responsibilities for each employee, reviewing assignments, and adjusting work to ensure levels meet operational requirements. Monitors performance, provides ongoing feedback, and completes review of staff within the department. Investigates work and staff issues and where necessary initiates disciplinary action up to and including termination. Leads all hiring and training.
13. Evaluates the performance of the area and responds to changing client needs by methods such as conducting continuous assessment of the team's activities, facilitating feedback with and across programs and responding to changing demands. Measures performance of quality improvement indicators; supports production of data and reporting on performance and measuring against set indicators.

14. Oversees program quality including auditing, training standardization, review of standard operating procedures, communications, and document control.
15. Ensures policies and procedures are in place to support sustainability and/or implementation for the storage and sharing of data (including privacy & security, compliance with FOIPPA and Island Health policies).
16. Manages multiple department operational and capital budgets under the direction of the Director, by performing activities such as approving and tracking expenditures, identifying budget discrepancies, allocating funds across the areas of responsibility, and providing input into budget development.
17. Performs other duties as assigned.

## **QUALIFICATIONS:**

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

A level of education, training and experience equivalent to a Master's degree in: Health Administration, Nursing or other health related discipline and seven (7) years of progressive management experience in healthcare. Project and change management training and experience an asset. Experience managing a team and leading complex projects. Strong understanding of healthcare regulations and compliance requirements.

### **Skills And Abilities**

- Excellent written and oral communication skills coupled with the ability to write and edit high quality business documents (such as business cases, master project plans, risk management plans, communication plans, progress reports, and project wrap-up documentation) and to facilitate large and diverse groups and negotiate to consensus.
- Demonstrated ability to function effectively in a highly dynamic, team-based environment.
- Demonstrated ability to adapt readily to rapid and changing environment and respond with initiative.
- Demonstrated ability to establish and manage relationships with strategic partners and solution providers.
- Demonstrated ability to integrate quality improvement principles.
- Demonstrated knowledge of project and change management principles and methodologies.
- Demonstrated ability to interact professionally with various levels of personnel, both internally and externally.
- Demonstrated ability to lead change and to build and support management teams.
- Demonstrated knowledge of pertinent health care policies, standards, codes, bylaws and regulations.
- Demonstrated commitment to innovation and creative spirit.
- Demonstrated ability to work autonomously in a complex environment with minimal supervision.
- Demonstrated ongoing commitment to professional development.