

HUMAN RESOURCES MANUAL

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STATEMENT

Park Place Seniors Living (Park Place) will have standardized position descriptions for all employees based on relevant standards of practice &/or provincially-mandated expectations and Park Place policy.

PURPOSE

To provide a standardized job description that outlines expectations of role, scope and responsibilities for every staff member working at Park Place including our contract partners.

PROCEDURE

DEPARTMENT: Resident Care (Nursing)

JOB TITLE: Care Manager

REPORTING RELATIONSHIP: Site Leader and/or Director of Care

JOB SUMMARY

For care accountabilities the reporting relationship is to the Site Leader and/or Director of Care. The Care Manager is responsible for recruiting and leading the relevant nursing care team members in the provision of care and services for residents. Liaises and communicates effectively with residents' families, physicians, and Health Authority representatives. Coordinates and supervises the nursing care team and provides guidance, direction and discipline as required to ensure the delivery of resident-centered care based on resident's individualized assessed needs and care plans. The Care Manager demonstrates knowledge of leadership and gerontology best practices in accordance with the applicable provincial registering body, any provincial or local health services mandate and Park Place policies and procedures. The care manager will ensure a commitment to resident safety and to our "culture of safety" as per Park Place strategic directions.

TYPICAL DUTIES AND RESPONSIBILITIES:

1. Recruits, orientates, leads and supervises the nursing care team to ensure effective, consistent, and comprehensive resident care planning and delivery based on residents' choice and Park Place policies and procedures.
2. Ensures holistic, comprehensive assessments of the residents and families are completed on admission and ongoing (example MDS InterRAI) as the basis for individualized care planning and delivery, including evaluation of the resident's responses for appropriateness and effectiveness of treatments and interventions, with care plan revisions completed as required.
3. Provides leadership through a respectful, collaborative approach to monitor, supervise and direct the care team in care provision. Provides ne nursing care staff orientation and routing performance appraisals. Offers nursing staff monthly and mandatory education, mentoring, and monitors employee performance which may lead to discipline as required up to and including termination

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4. Acts as a role model by demonstrating leadership, professionalism, empathy, trust and respect in all interpersonal relationships, and recognizes personal impact on team dynamics.
5. Establishes and maintains therapeutic relationships with residents and families, staff, volunteers and others through effective interpersonal and interviewing techniques.
6. Supports nursing staff in advocating for resident choice and autonomy in decision-making and care planning. Offers ongoing education and advocacy to the residents and families and nursing staff.
7. Ensures applicable staffing levels. Monitors nursing team collaboration and processes to ensure quality resident-centered care and addresses issues as required.
8. In collaboration with the Site Leader or Director of Care leads the Park Place Homes' quality improvement/performance measurement initiatives and processes including follow-up with summary and action plan implementation to meet or exceed best practice and Accreditation Standards.
9. Focuses on quality of care and safety assurance and improvement by taking a leadership role in Park Place site committees (e.g. Nurse Practice Council, Pharmacy and Therapeutics)
10. Ensures all documentation of assessments, records of observation, care provision and resident responses are according to professional standards and Park Place policies and procedures.
11. Leads the nursing care team in:
 - (a) Planning, organizing and establishing priorities,
 - (b) Using resources effectively and efficiently,
 - (c) Responding to unanticipated events and changing resident needs,
 - (d) Reassigning clinical/health related tasks as necessary,
 - (e) Ensuring nursing staff are aware of assignments.
12. Leads the nursing care team in focusing on safety by exhibiting:
 - (a) Accident prevention and reporting unsafe work conditions,
 - (b) Knowledge of emergency procedures and regulations,
 - (c) The use of resources and equipment safely and appropriately,
 - (d) Effective infection prevention and control knowledge,
 - (e) Commitment to resident safety and to our "culture of safety" as per the Park Place Strategic Directions and Home goals.
13. Presents and/or attends in-service and other educational programs as required to maintain current clinical competence and knowledge.
14. Performs other related duties as assigned.

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HEALTH AND SAFETY RESPONSIBILITIES:

- Responsible to read, understand and comply with PPSL's and provincially-mandated Occupational Health and Safety policies and safe work practices and ensures mandated employee access to Worksafe BC website or manuals.
- Responsible to educate staff annually on "Violence in the Workplace" and "Bullying and Harrassment" in the workplace.
- Demonstrates leadership through Involvement in all aspects of the Health and Safety Program including:
 - Promotes, instructs and monitors safe work procedures
 - Promotes health and safety policy and awareness
 - Implements effective safety suggestions
 - Ensures annual 'Worker Survey on Violence & Aggression in the Workplace" is completed by employees
 - Reviews and posts OH&S minutes and ensure all "Actions' are completed
- Responsible to take every reasonable precaution to protect the safety of residents, self, other employees and the general public.
- Reports any near miss, injury, and accident or equipment damage to supervisor immediately and completes required reports.
- Corrects and/or reports unsafe conditions.
- Leads by example

QUALIFICATIONS:

Baccalaureate of Nursing with post basic course in Gerontology or three (3) years recent related experience or an equivalent combination of education, training and experience.

Current practicing registration with the applicable provincial registering body.

SKILLS AND ABILITIES:

- Communicates fluently in English both verbally and in writing.
- Leadership: Demonstrates emotional maturity and ability to motivate staff to meet PPSL and Home goals and residents' rights and wishes.
- Problem Solving: Applies problem solving process demonstrating critical thinking and decision-making skills with systems analysis.
- Clinical Problem Solving: Ability to problem-solve clinical issues through knowledge and experience in gerontological, evidence-based practice and demonstrates ability to share job-related information collegially.
- Teamwork and Collaboration: Demonstrates ability to work together with others toward shared goals and desired outcomes.
- Professionalism: Demonstrates ability to effectively establish professional working relationships with residents, families, physicians, as well as both professional and non-professional members of the Care Team aiming for excellence in residents' care.
- Change Management: Demonstrates ability to effectively introduce and manage purposeful change that is consistent with Park Place vision, mission and strategic directions.

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- **Communication:** Demonstrates ability to communicate effectively with residents, families, the public, medical staff and other members of the interdisciplinary team. Ability to intervene effectively to resolve conflict and manage stress and work pressure.
- **Results Oriented:** Ability to apply continuous quality improvement tools and processes within a dynamic environment, leading to improved care and service delivery.
- **Equipment:** Demonstrates applicable computer skills and knowledge of nursing-related care equipment utilization and management.

Physical Demand Analysis:

Job requires a significant amount of lifting, bending, walking, sitting and standing. Lifting 50-lbs. maximum. More frequent lifting of 20-lbs. or less. A regular day may involve four (4) hours of walking and frequent bending or crouching. Must be willing to work flexible hours.

Health and Safety Risks – Environment

Physical: Strain on shoulder, neck and back, cuts/scrapes/injection
 Environmental: Draft, dust exposure, working alone situation.
 Chemical: Equipment cleaners
 Biological: Exposure to communicable diseases, i.e. colds, influenza, GI.
 Radiation: None known