

HUMAN RESOURCES MANUAL

Manual	Human Resources	No.	13-03-45
Section	Role Descriptions	Date	February, 2014
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STATEMENT

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

PURPOSE

To provide standardized, specific expectations and role description of every staff member's role and responsibilities.

PROCEDURE

DEPARTMENT: Operations

JOB TITLE: Site Leader

REPORTING RELATIONSHIP: VP Operations

POSITION SUMMARY:

In accordance with the Park Place mission, vision and values, and reporting to the VP Operations the Site Leader collaborates with a wide range of individuals both internal and external to Park Place. The Site Leader supports the Interdisciplinary Team in the delivery of safe quality care and service within their Care Home. The Site Leader leads and participates in the development and enhancement of a Care Home environment that promotes a culture that is caring, innovative, scientific, and empowering, based on a foundation of strong leadership and teamwork.

LEADS CAPABILITIES:

Demonstrates all LEADS capabilities, in particular:

- Leads Self – self-awareness, demonstrates character
- Engages Others – fosters the development of others, communicates effectively, builds effective teams
- Achieves Results – sets direction, takes action to implement decisions, assesses & evaluates results
- Develops Coalitions – builds partnerships & networks to create results, demonstrates a commitment to residents & service
- System Transformation – demonstrates critical thinking, strategically oriented to the future, champions & orchestrates change

KEY ACCOUNTABILITIES:

The Site Leader **STRIVES** for excellence through **Safety & Quality** by:

- Providing a safe and healthy environment where care and service is effective, efficient and person-centered with a focus on continuous quality improvement.
- Ensuring Resident care and service delivery is congruent with the Park Place philosophy, annual goals and objectives and the organization's mission, vision and values.
- Providing leadership and direction to ensure all aspects of the Park Place Quality Improvement Program are carried out as scheduled (Quality Management plan, corporate indicators, monthly QI schedules and the currency of all policy & procedure manuals).

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- Providing oversight for the development & monitoring of the various functions and activities of accreditation in collaboration with the Quality Team.
- Leading the site interdisciplinary team in the development, implementation and evaluation of the Home's operational goals that support achievement of the Park Place organizational goals and objectives.
- Ensuring the interdisciplinary team is providing care and services that meet or exceed resident expectations; licensing requirements, health services contractual requirements and provincial standards.
- Providing the team members' development coordination and using the Park Place educational resources to plan for an effective team member development program including orientation, in-service and continuing education as determined by the learning needs of the team members.
- Ensuring the implementation of a complete quality and risk management program in alignment with corporate strategic plan.
- Ensure risk management activities take place to reduce and control potential or actual risks to the safety, security and health of all individuals, and to the safety and security of the Care Home.
- Working in accordance with the Park Place Health and Safety Policies and Procedures and in compliance with the Occupational Health and Safety Act.
- Planning, coordinating, directing and monitoring the effectiveness of all operational activities of the Care Home.

The Site Leader **STRIVES** for excellence through **Teamwork & Partnerships** by:

- Supporting and committing to create a connected culture that brings out the best in everyone while achieving common goals
- Promoting and exemplifying the Mission, Vision and Values of the organization.
- Demonstrating collaborative approach to team members to work within the parameters of their profession and support one another.
- Ensuring all team members within the Home provide the appropriate service delivery for residents and families in their day to day work.
- Developing community partnerships and ensuring a participative working relationship with Health Authority contacts, other health service providers, and community agencies.
- Ensuring that all Park Place standing committees are functioning in the home as per the Park Place Terms of References that outlines their function and area of responsibility.
- Completing or delegating performance evaluations of staff members as per policy.
- Creating opportunities for employee feedback and concerns and works to investigate root causes and actions required to achieve improvement within an individual, team or site.
- Creating a strong network of contacts (both internal and external to Park Place Seniors Living).

The Site Leader **STRIVES** for excellence through **Responsibility & Stewardship** by:

- Seeking help when needed and ensuring good stewardship of the organization's resources to ensure a sustainable future.
- Promoting a pro-active approach to achievement by ensuring that employees are always aware of their targets, expectations and progress through regular discussion and the Performance Recognition and Development Program.
- Provides advice and coaching as required to ensure employees meet expectations of their position.

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- Ensuring all staff members are aware of their responsibilities to keep property and equipment in good working order in an effort to work safely.
- Ensuring that measures are taken to facilitate optimal occupancy.
- Understanding and interpreting all components of related legislation for team members, residents and families.
- Ensuring compliance with all relevant legislation including but not limited to: Ministry Acts, regulations, policies and procedures, directives, & collective agreements.
- Providing financial leadership by managing budgets and monitoring long-term strategic fiscal plans, including ensuring sufficient resources/equipment are available through budget preparation, maintenance and appropriate and adequate staffing levels.
- Participating in the development of the annual operating budget and reviewing financial statements and taking action on variances to bring expenditures in line with budget.

The Site Leader **STRIVES** for excellence through **Innovation & Creativity** by:

- Providing leadership and direction in the development of innovative programs and services in alignment with the organization's strategic objectives.
- Responding and working effectively and calmly in a changing and evolving environment and in situations of crises.
- Creating an environment that facilitates and encourages positive change, improvements and efficiencies. Demonstrates an understanding of the impact of change on people and processes and gains support by open communication and involving others.
- Advocating for system improvement and transformation.
- Contributing and sharing ideas and learning across the organization and within the industry participating on committees and representing Park Place Seniors Living as required.

The Site Leader **STRIVES** for excellence through **Voices that are Respected** by:

- Placing our residents and families at the center of all we do by listening, respecting and responding to their needs, values and preferences.
- Providing opportunities for family members and residents to report and promote/support ongoing communication and enhanced resident care.
- Supporting the effective operation of Resident and Family Councils, committees and focus groups where ideas for continuous improvement can be heard and responded to (this is too limiting) and how often are focus groups part of the process? See two points below, which is clearer).
- Facilitating positive community relationships and promoting the Park Place Home within the community. Seeks out opportunities to involve the community in the Home's and residents' lives, including special events and volunteerism.
- Responding promptly to concerns of residents and family members, mediating a satisfactory response to concerns and implements action plans.
- Facilitating relationships through effective communications between and among residents, relatives, team members and community to supports involvement and participation in care.

The Site Leader **STRIVES** for excellence through **Empathy & Trust** by:

- Fostering trusting relationships through welcoming diversity, practicing acceptance and seeking to understand the experience and feelings of others.
- Fostering trust by being trustworthy.

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- Creating an environment free of discrimination and where everyone belongs, feels welcomed and supported.
- Creating capacity and effectiveness in advocating for residents to claim their voice and receive acceptance and empathy.
- Presenting information honestly, openly, clearly and with conviction whether verbal or written. Listens to others and responds in an unbiased manner based on the facts.
- Requests and provides feedback in a timely manner.

QUALIFICATIONS:

Education, Training, and Experience

A Bachelor's degree in Nursing or other related health care discipline preferred. A minimum of five years' experience in seniors housing or residential care setting with three years in a management/administrative position. Eligible for membership in a relevant professional association. Management experience in a unionized environment preferred.

Proficiency in the use of computers:

- Word processing
- Basic accounting
- Data base management
- Spreadsheets
- E-mail
- Internet

SKILLS AND ABILITIES:

The Site Leader should demonstrate competence in the following areas:

- Communicates fluently in English both verbally and in writing.
- Comprehensive knowledge of project and change management principles.
- Proven ability to lead individuals and project teams while maintaining cohesion, motivation, commitment, and effectiveness.
- Ability to effectively introduce and manage change that is consistent with the vision, purpose, and operating principles of Park Place.
- Ability to plan, develop, implement, manage, and evaluate programs.
- Effective negotiation skills to address the needs of interdisciplinary teams and medical staff.
- Ability to utilize research knowledge to question and create change and innovation.
- Ability to recognize, appreciate, and incorporate differences in work and pursue own professional growth.
- Effective skills in group facilitation, conflict resolution, and group dynamics.
- Demonstrated analytical problem-solving skills
- Ability to make sound decisions, work well under pressure, and meet deadlines in an environment subject to constantly changing priorities.

PHYSICAL DEMANDS ANALYSIS:

- Physical ability to perform the duties of the position.
- Job requires sitting, standing, walking, bending and lifting. Lifting 20-lbs. maximum.
- A regular day may involve four (4) hours of sitting.
- Must be willing to work flexible hours.



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HEALTH AND SAFETY RISKS – Environment

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