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Job Posting

JOB TITLE: Manager of Home and Community Care
REPORTS TO: Director of Home and Community Care Services
JOBS REPORTING: Community Care Coordinators, Mental Health and Addictions Nurse, Rapid Response Nurses, Team Assistants (ONA/Unifor)
DIVISION / DEPARTMENT: Home and Community Care
LOCATION: North West LHIN, Thunder Bay, Ontario

POSITION SUMMARY

Reporting to the Director of Home and Community Care Services, the Manager of Home and Community Care provides leadership, supervision and support for the Community Care staff. The Manager is responsible for the assessment, planning, development, implementation and evaluation of systems, activities and goals of the Home and Community Care department, that support the corporate strategic directions and the division's strategic priorities and plans.

The Manager liaises with other departments and divisional staff including primary care clinical leads, the Directors of the Sub-regions, performance, funding and contract sub-region specialists/leads and other key stakeholders internally and externally (other organizations or agencies) to assess and identify population health needs for home and community care services and programs, promote, support and enhance the delivery of home and community care at the regional and sub-region level across the North West LHIN.

Specific programs and services that fall under the responsibility of the Manager(s) of Community Care include supportive housing, rapid response, palliative care, mental health (MHAN) program, school program, short stay, rehab and medical supplies and equipment.

MAJOR RESPONSIBILITIES

1. Assists the Directors in the Home and Community Care division in the assessment, planning and implementation of Community Care departmental goals, activities, programs and services that support the home and community care needs of the population in the LHIN Sub-region and or the broader population regionally across the North West LHIN.
2. Ensures high quality standards in the delivery of home and community care; continuity of care provision and quality and safe client services are in sustained and in place.
3. Act as a key staff resource to the Directors of Home and Community Care Planning and Strategy, Director of Operational Support and Director of Placement and Complex Client Care.

4. Assesses community needs based on population health needs of the sub-region, plans, implements and develop community care goals that is responsive to the population health needs and identifies need for service changes in conjunction with the Clinical Lead, Director of the Sub-region, Performance, Funding and Contract lead and Quality lead and other key stakeholders cross sectors at the sub-region level.
5. Aligns annual work plans for operational work to the broader strategic directions of the North West LHIN, Integrated Health Service Plan, Health Services Blueprint model and the Home and Community care divisional strategy and priorities including monitoring of division performance indicators.
6. Ensure the department policies and procedures are adhered to through the supervision and management of the department staff.
7. Leads, guides and supports the Home and Community Care unionized and support staff in their work and professional development including issues management and resolution seeking guidance from the Director – Human Resources Strategy and Services as appropriate.
8. Provides leadership to the department staff in Home and Community Care business processes as it relates to the enhanced role and expanding mandate at the Sub-region level, regionally and based on provincial direction.
9. Liaise with external constituent groups, organizations and key stakeholders to assess population health home and community care needs, and recommends innovative services and programs that align and integrate at the sub-region level to the Health Services Blueprint model.
10. Keep abreast of leading practices in Home and Community Care in accordance with best practice standards, government/ministry directives and LHIN policies and procedures and advises the Director of changes and the impact of changes in home and community care delivery.
11. Contributes to the financial planning and budgetary control of the department through effective planning and management of department business processes and by refinement of operating practices.
12. Provides operational leadership to the Community Care staff in the day-to-day business as it relates to Home and Community Care services and programs specifically:
 - a. Identification of population health needs and specific patient care needs at the sub-region and regional level
 - b. Explore options best suited to patient need
 - c. Determine the patient's eligibility for government-funded services and setting
 - d. Work closely with the service providers and other stakeholders at the sub-region level to integrate and coordinate care across the health care continuum
 - e. Identify how best to deliver services in collaboration with system partners at the regional and sub-region level
 - f. Participate in case conferences and case reviews
 - g. Participate in the client appeals process

- h. Assess and support assessment, intake, referral and improved access to available government-funded home and community care support services
 - i. Support applications to day programs, supportive housing or assisted living programs and certain complex continuing care or rehab bed services,
 - j. Knowledgeable about the application process and admission to long-term care
 - k. Assists and supports the management and integration of wait lists across the community support services sector
 - l. Monitor indicators related to wait times for service initiation, the patient care experience, continuity of care, and advises the Director of Home and Community Care, Planning and Strategy on recommended improvements in practice or changes in business process.
13. Addresses equity in access to service, service quality, patient safety and patient privacy and works closely with departmental staff to achieve alignment in business processes and resolution of issues.
 14. Identifies risks and mitigation strategies that relate to the provision of home and community care at the sub-region and regional level.
 15. Achieves and maintains maximum integration of activities across the home and community care division.
 16. Participates in the monitoring of the performance of the contracted service providers.
 17. Plan and implement in conjunction with the VP Human Resources and Organizational Development and the Director of Human Resources and Strategy effective Human Resource management strategies in the recruitment, hiring, support and performance review and management of the Home and Community Care staff.
 18. Active contributing member of the management team.
 19. Other duties as assigned.

JOB SPECIFIC COMPETENCIES:

- **Business Acumen:** Ability to apply business principles, including systems thinking, to the healthcare environment; basic business principles include financial management, human resource management, organizational dynamics and governance, planning, risk management and quality improvement.
- **Stakeholder Engagement:** Develops networks and builds alliances. Engages in cross-functional activities; collaborates across boundaries, and finds common ground with a widening range of stakeholders.
- **Relationship Management:** Builds multiple external collaborative relationships to support department performance. Identifies the key issues and accommodates the key players when dealing with external parties/units on joint projects.
- **Communication and Interpersonal Skills:** Listens well and encourages open communication. Ability to communicate clearly and concisely. Considers and responds appropriately to the needs, feelings, and capabilities of others in different situations; is tactful, compassionate and sensitive, and treats others with respect.

- Financial and Risk Management: Measures and evaluates outcomes and corrects direction as appropriate.
- Change Management: Actively embraces change efforts and initiatives to improve department performance. Develops and uses different methods to help employees to positively react to change.
- Strategic Planning: Communicates corporate goals and objectives within the department. Aligns department tasks and objectives with corporate goals and objectives. Establishes clear targets and measures to track progress toward department objectives. Shares organizational performance measurement information and encourages dialogue and analysis.
- Performance Management: Establishes clear targets and measures to track progress toward department objectives.
- System Performance: Ability to think analytically and critically to identify issues, problem solve and design solutions across systems
- Program and Operational Leadership: Promotes organizational excellence through programs and established expectations, including planning, succession planning, employee satisfaction and retention, and benchmarking.
- Planning, Delivery and Evaluation: Promotes organizational excellence by implementing leading practices and providing direction in the development of policies, procedures, systems and tools.

KNOWLEDGE:

- Excellent knowledge of community resources and roles of health professionals; excellent assessment, decision making, priority setting skills, and the ability to demonstrate effective working relationships.
- Systems thinking and critical thinking skills as asset in this position.
- Excellent knowledge of community resources and roles of health professionals
- Knowledge of relevant legislation and regulations governing home and community care and broader health care activities in Ontario

EDUCATION REQUIREMENTS:

- Post-Secondary/Baccalaureate Degree in Nursing
- Current registration with the College of Nurses of Ontario
- Certified Health Executive an asset

EXPERIENCE:

- Minimum 3- 5 years of experience in community health or a related health field
- Minimum 3-5 years of experience in supervisory management including teambuilding and team management
- 3-5 years of experience in health care

- 3-5 years of management experience
- Experience in change management
- Experience working in an unionized environment
- Excellent assessment, decision making, priority setting skills, and the ability to demonstrate effective working relationships
- French language is an asset
- Valid driver's license in Ontario

POSTING DATE: April 4, 2018

CLOSING DATE: April 16, 2018 at 4:30 p.m.

COMPETITION NUMBER: NW18-20

VACANCY: One Full Time (1.0 FTE) Position

Interested candidates are asked to submit their application by email, quoting competition number, to:

Human Resources, North West Local Health Integration Network

Email: nwlhin.hr@lhins.on.ca | Fax: (807) 344-5639

The LHIN is an equal opportunities employer and welcomes applications from all suitable qualified persons. We thank all candidates for their interest, however, only those selected for an interview will be contacted. Individuals with a disability requiring accommodation during the application and/or the interview process should advise the recruitment contact so arrangements can be made.