POSITION DESCRIPTION: MANAGER, NURSING SERVICES

CLASSIFICATION: EXCLUDED

REPORTS TO: EXECUTIVE DIRECTOR

JOB SUMMARY:

Under the direction of the Executive Director, the Nursing Services Manager provides leadership in the delivery of day-to-day clinical operations that facilitates effective use of human and financial resources. The Nursing Services Manager contributes to the delivery of quality resident care by monitoring professional and direct care nursing practice and services by supporting nursing practice assessment and development, clinical consultation, quality improvement, care coordination, staff wellness and other leadership activities. The Nursing Services Manager works as an integral member of the multidisciplinary team and collaborates with others to positively impact nursing care in a residential care and assisted living setting.

TYPICAL DUTIES AND RESPONSIBILITIES:

1. Provides practice support to nurses and other staff in residential care situations by:
   - Supervising staff, and assigning work;
   - Overseeing direct resident care as needed, i.e. medication administration, RAI assessments, care conferences;
   - Observing and assessing the clinical practice of individual staff and providing one-to-one practice teaching as necessary;
   - Assessing staff developmental needs in collaboration with the Leadership Team.
   - Assisting in the development and presentation of orientation/training plans and staff educational needs;
   - Monitoring and evaluating staff performance and providing constructive feedback through informal/formal opportunities for all nursing staff; completes documentation and conducts individual performance planning and feedback sessions for all nursing staff;
   - Providing ongoing coaching and mentoring to facilitate performance improvement and the achievement of individual objectives;
   - Setting guidelines for unit/department orientation for new staff and acting as ongoing mentor and coach for staff;
   - Providing material on correct procedures; directs staff and demonstrates techniques;
   - Working with the Executive Director to support individual performance involving corrective action up to and including termination;
   - Recruiting staff, conducting interviews, completing reference checks for professional staff, and making/negotiating job offers to maintain sufficient number of casual staff;
   - Supports the Health Care Access Program (HCAP) by recruitment of candidates, supervision and evaluation of students;

- Utilizing knowledge and clinical expertise to liaise with physicians, working closely with the Medical Coordinator and Executive Director to address medical care issues;
- Providing support to staff on the use of education materials, adherence to policies, and nursing skill development.

2. Coordinates resident care delivery:
   - Contributing to the development of policies and procedures and standards for care and recommending revisions as necessary;
   - Coordinating admissions in consultation with interdisciplinary team members and appropriate unit,/department, or outside institutions/agencies; to ensure timely admissions;
   - Attending and/or facilitating admission meetings and multidisciplinary reviews (i.e. clinical rounds, Nursing Huddles or Team Meetings) as required;
   - Assessing daily staffing needs based on planned resident activity and acuity and ensuring appropriate resources are available to meet resident care requirements;
   - Monitoring completion of staff assignments, reviewing with team leaders as necessary and revising assignments according to activity and staff changes;
   - Providing support to staff in planning and prioritizing resident care delivery;
   - Supporting staff, residents and families in resolution of conflict situations;
   - Overseeing communication systems to ensure proper hand-over of unit and resident care responsibilities on a shift-to-shift basis;
   - Addressing intra-unit coordination and operational issues that may arise.

3. Provides leadership:
   - Promotes a supportive, collaborative environment for all staff using a team approach;
   - Demonstrates the ability to facilitate change;
   - Helps units develop and meet goals that meet the Facility Strategic Plan;
   - Ensures the Resident Centred philosophy of care is followed for the facility;
   - Chairs and/or sits as a member of program/organizational committees as required;
   - Models conflict resolution skills and mediates/negotiates issues that arise;
   - Facilitates the implementation of program, organizational and professional standards;
   - Carries out a variety of leadership functions such as team building and coaching designed to promote quality resident care and enhance individual and staff morale;
   - Serves as a professional role model.

4. Authorizes and approves overtime and all operational expenditures related to the Nursing department; participates in the review and assessment of the facility's operational performance; and participates in the budget planning process for the facility.

5. Collaborates with the Executive Director to provide leadership for Quality Improvement, Safety and Risk Management. Promotes and facilitates a safe and therapeutic environment for the provision of care:
   - Monitors incident reports and infection control reports; follows up and investigates as needed; coordinates quality improvement for clinical activities;
   - Addresses and documents safety, risk management and quality issues as they arise;

- Follows up and contributes to the resolution of issues;
- Identifies and follows up on opportunities for continuous quality improvement;
- Participates in quality improvement initiatives (e.g. Board Committee);
- Seeks family, resident and staff input into Quality Initiative strategies;
- Takes a leadership role, in collaboration with the Leadership Team, for initiation and follow-up of Critical Incidents.

6. Supports clinical learning experiences for students by assisting external health care professionals in organizing student placements.

7. Assists with the budget process by completing all required documents on supply and staffing requirements; responsible for managing the department in a cost effective manner making wise use of material and human resources. Participates in the evaluation of equipment, products and supplies; and is responsible for ensuring efficient and effective inventory and purchasing processes.

8. Performs/oversees audits and correlates data to submit to Executive Director.

9. Ensures that records are maintained and required reports prepared.

10. Promotes the use of research to support clinical practice by reviewing current literature and attending educational sessions.

11. Performs other related duties as required.

QUALIFICATIONS:

A. Required Education, Training and Experience

-Baccalaureate degree in Nursing

-Current practicing registration with the College of Registered Nurses and Midwives of British Columbia

-Post graduate courses and certification in Health Care Administration and/or Gerontology preferred.

-Demonstrated successful clinical and supervisory competence related to Long Term Care.

-Minimum of 5 years' management experience in a healthcare setting with demonstrated management experience in Long Term care.

B. Skills and Abilities

- Ability to communicate effectively verbally and in writing.
- Ability to foster a work environment conducive to the well-being of residents and staff.
- Ability to supervise staff, establish and maintain effective working relationships.
- Ability to teach and function as a role model.
- Contributes to the organizational vision as it pertains to clinical practice and patient care.
- Demonstrated decision-making, critical thinking, problem solving, and change management skills in both routine and urgent situations.
- Ability to organize, coordinate, and prioritize own work and that of others.
- Ability to use a collaborative approach to problem solving supported by a systems approach.
- Effective interpersonal skills including conflict resolution.
- Demonstrated commitment to collaborative practice and life-long learning.
- To be conversant in the use of software programs including Word, Excel, Visio, Adobe, Power Point, Desk Top Publishing and Point Click Care;
- Physical ability to perform the duties of the position.