



## **JOB POSTING: – Resident Care Supervisor**

### **Overview of Role**

This role is essential to ensure that every day the Hospice provides best practice care, supports families and other care partners, and offers an excellent place to work. This position supports a shared leadership culture that enables relationship-centred care approaches to decision making, communications, care planning, best practice care and team development.

As an experienced RN, leader, coach and educator, this position contributes to *creating a community where the best possible end-of-life care and grief support are available.*

### **DUTIES AND RESPONSIBILITIES:**

#### **Transition to Hospice**

- Works closely with the Hospice Navigator to provide a coordinated intake process, using Infoanywhere, as people transition from home or hospital to Hospice which includes flow, bed management and discharge.
- Creates a welcoming, physically and emotionally safe, relationship-centred environment for residents and their families/care partners in collaboration with the Medical Director and Care Team members.

#### **End-of-Life Care/Clinical Residential Care**

- Provides clinical expertise to the care team and guidance for complex cases including the use of supportive care services.
- Over sees quality palliative care to residents in accordance with HPCO, CHPCA and CNO standards and in accordance with the OPCN Care Competency Framework.
- Ensures best practice clinical care is given, and all legislated requirements, professional practice standards, and Hospice Palliative Care policies and procedures are followed.
- Ensures resident care plans are completed in a timely manner, are based on individual resident goals, best practice guidelines, and the fundamental principles of hospice palliative care established by the Canadian Hospice Palliative Care Association; and are followed.
- Regular charts Audits and leads meetings with the care team to communicate findings:

- The condition of residents is monitored.
  - New orders have been appropriately transcribed.
  - Medications are properly administered either by the resident and their family or by the appropriate resident care staff.
  - Care plans
- Ensure communication tool is utilize with physicians and other regulated professionals within the circle of care (i.e. SBAR)
  - Patient and Family resource and daily rounding with resident/families
  - Participates in clinical rounds and daily huddles

### **Team Leadership**

- Supervises members of the care team and provides on-going coaching and mentorship.
- Contributes to the hiring of new staff by reviewing role descriptions and job postings, and participating in interviews and the decision-making process
- Coordinates a comprehensive onboarding/orientation process and provides regular coaching to new team members
- Collaborates with the Coordinator of Volunteer Services to ensure volunteers have the training they need, on-going support and prompt responses to questions
- Coordinates volunteers for residential services and provides support
- Supports MRP in individual care needs for residents
- Collaborates with the Medical Director for medical staff service provision, on-call coverage, training opportunities and medically related issues
- Conducts performance reviews
- Develops learning plans for team roles (including mandatory training, clinical skills, team capacity building) and tracks progress
- Participates in clinical rounds and daily huddles
- Identifies learning needs for clinical and teamwork excellence, and collaborates with Medical Director and Manager of Clinical Operations to provide learning opportunities
- Helps staff identify their learning needs to support their on-going professional development
- Plans, prepares and facilitates clinical learning opportunities (e.g. in-person, small group coaching, micro-learning, job aids) using adult education best practices
- Identifies process improvement opportunities and collaborates with Manager of Clinical Operations, Hospice Navigator, other managers and team members to make changes and evaluate progress.

## **Operational Support**

- Manages scheduling of the care team and collaborates with the Coordinator of Volunteer Services
- Completes daily work/staffing assignments, and discusses concerns (e.g., absenteeism, lack of coverage, illness at work) with Manager of Clinical Operations
- Collaborates with Human Resources and Manager of Clinical Operations to coordinate modified return to work plans
- Coordinates day-to-day operations including, but not limited to, medication destruction, pharmacy communication, monitoring resident usage sheets, inventory management and ordering, and non-formulary supply orders.
- Collaborates with Manager of Clinical Operations to regularly update policies and procedures to meet HPCO and CHPCA standards, adhere to legislative requirements and align with the Hospice's strategic plan; and ensures staff follow these policies and procedures
- Investigates incident reports, and routinely performs safety, infection control and chart audits. Develops reports.
- Supports special projects (e.g. strategic plan, research, evaluation, accreditation)
- Attend committee meetings
- Resolves resident and family complaints and escalates to Manager of Clinical Operations when appropriate, and completes all documentation.
- Identifies opportunities for staff debriefing related to resident or provider loss
- Acts as a designate for the Manager of Clinical Operations (e.g., during vacation)
- On call schedule – evenings, nights and weekends (every 5 weeks)
- Ability to provide clinical nursing support, in exceptional circumstances, when all other avenues have been exhausted
- The ability to work flexible hours including days, evenings, weekends if required

## **CERTIFICATIONS AND QUALIFICATIONS**

- Current Registered Nurse in good standing with the College of Nurses of Ontario (CNO).
- BScN
- CAPCE and LEAP certifications; Canadian Nursing Association Hospice Palliative Care Nurse Certificate (CHPCN(C)), or commitment to attain
- In-depth knowledge and clinical experience in working with palliative care clients and their families.
- Minimum of three (3) years management experience including leadership, administration, supervision of staff and volunteers, program development/evaluation, inventory control, risk management, health & safety.

- Strong computer skills in Word, Excel, PowerPoint and Outlook.
- Valid Driver's License, use of reliable vehicle, and willingness to travel

**REQUIREMENTS:**

- A vulnerable sector Police Background Check
- Negative 2 step TB test
- Proof of COVID-19 vaccination (Minimum 2 doses)

***This position includes competitive group benefits and HOOPP pension plan.***

**To join our dynamic team, please send your cover letter and resume in PDF or .docx format, or any questions or requests for support for accessibility to Sarah Baute, Human Resources Generalist (sbaute@chathamkenthospice.com) by 4:00pm on March 24, 2023.**

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Chatham-Kent Hospice is an inclusive employer dedicated to building a diverse workforce. We welcome and encourage applications from all qualified candidates, who embrace our core values, and will accommodate applicants' needs throughout all stages of the selection process. All information received relating to accommodation will be addressed confidentially.

Offers of employment to prospective employees are conditional upon the successful completion and disclosure of a Police Records/Vulnerable Sector Check, and must have a valid driver's license.

We thank all applicants for their interest, however, only those selected for an interview will be contacted.