



Job Posting: Care Manager

Job Type: Permanent, Full-Time – 37.5 hours/week

PURPOSE OF ROLE AND STRATEGIC ALIGNMENT

The Care Manager is pivotal in establishing a culture where the philosophies of compassionate hospice palliative care are felt by each resident and their family. As a member of the Hospice Leadership Team and reporting to the Executive Director, the Care Manager is responsible for ensuring the provision of excellent care and support to residents of Hospice and their caregivers. Supporting a care team comprised of RNs, RPNs and PSWs, the Care Manager fosters a shared commitment to excellence in professional practice and the day-to-day clinical operations of the Hospice. This position is accountable for coordinating a high-quality clinical care service that complies with relevant government legislations, policies, and standards, and reflects Hospice's relationship centered approach, vision and strategic direction. The Care Manager will promote and deliver excellent patient care with effective management and leadership of high performing teams to develop a culture of safety, excellence and participatory care as evidenced by meeting or exceeding operational and quality metrics. The Care Manager will also work collaboratively with community service providers, Hospice Navigator and the Manager of Clinical Operations to ensure smooth transitions in care and contributions to interdisciplinary practice. Chatham-Kent Hospice is a signatory partner of the Chatham-Kent Ontario Health Team and the Care Manager will participate in the evolution of the integration of Chatham-Kent Hospice within the local health team.

ABOUT OUR HOSPICE

Hospice Palliative Care is a philosophy of care which focuses on comfort, quality of life, and supporting the precious moments families will share with their loved ones during their final days together. The Chatham-Kent Hospice is a charitable organization that operates a 10-bed residential facility that serves people with life-threatening illnesses and those they call family and friends. In collaboration and consultation with physicians, a multi-disciplinary care team, and volunteers, we support our residents to live each day with dignity and honour by providing compassionate, end-of-life care in a home-like setting.

To learn more about our Residential Hospice and Supportive Care Program, visit:
<https://www.chathamkenthospice.com>

We are looking for a compassionate, collaborative Care Manager to join our Residential Hospice Care Team.

If our vision - *Together, we create a community where the best possible end-of-life care and grief support are available* – connects with your personal mission, please submit an application. You may not have all the qualifications listed below, and in your cover letter we encourage you to describe your interest in the role and how you could address any gaps.

Hospice offers a competitive wage and many benefits including free parking, free employee benefits, HOOPP pension plan and professional development opportunities.

ABOUT OUR COMMUNITY

Located in southwestern Ontario, Chatham-Kent is a safe, affordable and beautiful place to live. The region offers a variety of competitively priced lifestyle options, from downtown living to lakeside escapes. With access to both rural lifestyle and urban amenities, it is a great place to call home. For outdoor enthusiasts, parks, beaches and lakes are close by. There's a thriving arts, culture and entertainment scene. Easy commutes paired with health care, educational and retail services make our community ideal for people at all career stages.

<https://www.chatham-kent.ca/livingck/livinginck/Pages/default.aspx>

MAJOR RESPONSIBILITIES

Clinical / Resident Care

- Oversee the admissions process for each resident which includes:
 - Liaising with referral sources, Ontario Health @ Home, Hospital, Hospice Navigator and Most Responsible Physician (MRP) to ensure timely access for those seeking admission
 - Ensuring that intake process, initial assessment and care plan addressing all relevant domains is completed and documented for each resident admitted to the hospice.
 - Maintaining the admissions wait list and referral information and if necessary, assist in discharge planning for clients whose health improves after admission to Hospice
- Ensure that services are guided by a model of care that is holistic, collaborative, and in alignment with current evidence-based practice.
- Demonstrate expertise with pain and symptom assessment and management in palliative care.
- Implement, monitor and act on medication reconciliation, administration and control and safekeeping of medications (including narcotics) and acting on medication errors and incident reports
- Ensure that resident and family needs and wishes are identified and addressed through ongoing assessment and individualized care planning.
- Create opportunities for resident participation in decisions that affect the residents' rights and assist staff in encouraging the resident's participation in the decision-making process.
- Interdisciplinary consultation with external care partners and include ongoing communication with Ontario Health @ Home, Hospital and contracted pharmacies to ensure positive working relationships
- May be required to provide coverage for a clinical shift when all efforts to fill a shift have been exhausted and support or cover staff breaks as required

Human Resources

- Oversee residential hospice staffing and schedules
- Lead and oversee all best practices and legislative requirements for a healthy work environment (i.e. WSIB, OH&S etc.)
- Lead employee personnel activities including: recruiting, hiring, onboarding, fostering respectful team work; engagement strategies; coaching; training; and evaluating performance.
- Supervise assigned staff by ensuring overall performance standards are achieved, appropriate guidance and training is provided, staffing and scheduling levels are appropriate, regulated staff maintain their registration with the appropriate College and staff have the necessary qualifications/certifications to perform the job.
- Maintain two-way communication with other managers and employees, and support them as ambassadors of Chatham-Kent Hospice.
- Participate in the administrative on-call rotation.

Quality Assurance and Risk Management

- Ensure that feedback is obtained regarding service delivery directly from the residents and families while service is being provided and/or from the primary caregiver after service has concluded.
- Track relevant data with respect to residential hospice service delivery
- Collaborate with other members of the CKH Leadership Team to design, support and participate an ongoing program to improve performance using routine measures of outcomes, resource utilization, adverse events, and stakeholder satisfaction.
- Develop, implement, review, evaluate and update clinical processes, procedures and supporting documents ensuring the compliance of the clinical staff with established standards.
- Manage any complaints that cannot be resolved by frontline staff
- Ensure timely access to appropriate supplies, medical equipment, and devices.
- Direct and monitor the maintenance of health care records to ensure compliance with applicable regulations and the quality of care for residents
- Ensure policies, procedures, protocols, and training are in place for such issues as Infection Prevention and Control, Medication and Equipment management, Medical Supplies, Risk Management, Care Planning and Delivery.
- Contribute to the CKH Leadership Team and successful implementation of the Hospice's strategic plan by establishing priorities, setting goals, implementing initiatives and monitoring progress.
- Participate in the strategic, operational, and budget planning processes.
- Manage the financial impact of staffing, supplies and maintenance of equipment and program operations.

Education / Knowledge Sharing

- Participate on internal and external committees, community events, and public speaking opportunities.
- Maintain professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
- Participate in organizing and/or delivering educational content to new staff and volunteers.
- Share expertise as an educator, consultant, facilitator, change agent, leader and researcher. This supports the development of the bedside nurse, and fosters empowerment through knowledge to achieve excellence through the delivery of evidenced based nursing practice.
- Develop evidence based educational materials and coordinate the delivery of education plans and learning opportunities
- Promote student teaching opportunities by working with local education/training programs; and developing and providing in-house and community education opportunities.
- Understand and promote the culture of philanthropy at Hospice and serve as a philanthropic ambassador within the organization and in the community.

Health and Safety

- Ensure that direct reports are aware of and adhere to all current and relevant legislation such as Occupational Health and Safety, Accessibility Act, and any others relevant to Chatham-Kent Hospice operations
- In partnership with the management team, oversee and maintain health and safety policies and procedures
- In partnership other members of the management team, demonstrate the importance of health and safety in the workplace through daily monitoring of the environment and with respect to workplace injuries and return to work plans as set out by Occupational Health and Safety legislation.
- Participate in health and safety training and apply this knowledge in the workplace
- Lead infection and prevention control standards such as additional precautions and outbreak management

PREFERRED QUALIFICATIONS & COMPETENCIES

- BScN with a Certificate of Competence in the Province of Ontario and RN registration from the College of Nurses of Ontario (CNO). Must be in good standing with the College.
- Completed palliative education; for example, CNA certification in Hospice Palliative Care, CAPCE, LEAP, Fundamentals of Palliative Care or equivalent educational courses in another jurisdiction or commitment to obtain.
- At least 3 years of relevant supervisory level experience in a hospice or community palliative care setting. This experience should include administration, supervision of staff, program development/evaluation, inventory control, risk management, occupational health and safety, etc.
- Knowledgeable regarding the nursing process and its application, including the assessment, planning, implementation, and evaluation of nursing care as it relates to hospice palliative care.
- Excellent knowledge of symptom assessment and management as it relates to hospice palliative care.
- Positive, person-centred approach and a demonstrated ability to support residents and their family and friends with empathy, while respect their confidentiality and privacy and communicating in a courteous and respectful manner.
- Excellent skills in assessment, care planning, communicating with physicians, nurse practitioners and other health professionals.
- Superior leadership, organizational, research, critical thinking, evaluation, and time management skills.
- Excellent computer skills including use of electronic medical records.
- Consultative team-based management style, strong problem-solving and conflict resolution skills.
- Ability to write effective policies, guidelines and protocols and ensure that staff are adhering to the standards.
- Passionate commitment to excellence and ability to utilize and support team based continuous quality improvement techniques.
- Commitment to teamwork and ability to collaborate effectively with unregulated health providers and volunteers.
- Thorough understanding of Hospice Palliative Care Ontario standards
- Bilingual (English/French) is considered an asset.

REQUIREMENTS

- Access to reliable vehicle for travel within Chatham-Kent. Valid driver's license and automobile insurance.
- **Screening**
 - Vulnerable Sector Police Background Check
 - Health Screening Requirements:
 - Two-step Tuberculin Skin Test (TST)
 - Up-to-date Tetanus immunization

COMPENSATION PACKAGE

Based on qualifications and years of experience as outlined within the job description:

- Salary Range: \$83,000 – \$97,500
- Vacation: 4 weeks
- Pension: Healthcare of Ontario Pension Plan (HOOPP)
- Benefits: Comprehensive benefit plan includes prescription drug coverage, vision care, health care, dental care, and life insurance/accidental death and dismemberment
- Professional Development Opportunities

HOW TO APPLY

Chatham-Kent Hospice welcomes all members of the community, regardless of race, national origin, colour, political affiliation, religion, age, sexual orientation, gender identity or expression, family status, marital status (including single status), economic circumstance or disability. This is to be reflected in the individuals we care for as well as in our recruitment strategies for both staff and volunteers to ensure that we reflect the diversity of the Chatham-Kent Community.

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.

Please send your cover letter and resume in PDF format as well as any questions or accessibility support requests to Sarah Baute, Human Resources Manager at sbaute@chathamkenthospice.com by August 5, 2024 at 4:00 p.m.

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