

Director of Care

SUMMARY OF POSITION:

In accordance with Greenwoods Eldercare Society's Vision, Mission, and Values resident safety is a priority and a responsibility shared by everyone at Greenwoods, and as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

The Director of Care (DoC) is responsible for directing and mentoring the care team to ensure person-focused care is delivered to the highest level of quality possible and in compliance with standards and regulations. The DoC is accountable for the overall operation of the care department from overseeing the day to day and clinical care of the residents to implementing system and process improvements. Reporting to the Executive Director, and working closely with the other leaders, the DoC contributes to the overall management of GES. An ability to communicate effectively with residents/clients, their families, team members and others in the community is essential.

RESPONSIBILITIES:

1. Engage and lead the care team to define and deliver the goals, objectives, and key performance indicators of GES.
2. Supervise and coordinate the work of the clinical team.
3. Foster a culture of respect and compassion for the residents/clients, families, and all team members.
4. Encourage a climate of innovation, collaboration, and continuous improvement.
5. Serve as a professional role model for all team members.

Resident Care:

- Ensures that all aspects of care are delivered in alignment with GES' vision, mission, and values.
- Develops and sources policies, procedures, and best practice guidelines.
- Identifies learning needs and delivers and/or sources education opportunities, both formal and informal.
- Completes pre-admission screening and admission planning.
- Ensures care planning process is timely, resident centred, and effective.
- Ensures staff scheduling is proactive and responsive to operational and team members' needs.

Leadership:

- Collaborates with all team members including care staff, management team, schedulers, and support team in defining and meeting priorities and addressing challenges.
- Working closely with the HR coordinator, directs recruitment activities, undertakes selection of new staff, ensures care team receives orientation, ongoing education, mentoring and support.

- Delivers annual performance appraisals for the care department.
- In conjunctions with the Executive Director, conducts investigations and delivers disciplinary action when required.
- Networks with other service providers within the local and broader community.
- Identifies and leads opportunities for improvement and change.

Financial Management:

- Participates in the development of the operations and capital budgets.
- Monitors and approves expenditures and tracks variances.
- Identifies opportunities for cost savings and expenditure mitigation strategies.

Quality and Regulatory Compliance:

- Ensures delivery and monitors effectiveness of all required organizational practices.
- Chairs the Medication Safety Committee.
- Develops and leads the Accreditation Canada action plans.
- Participates in the Occupational Health and Safety committee.
- Leads liaison activities with Island Health Licensing and other outside agencies as required.
- Acts as the Infection Control Officer.

Operational and Administrative Systems:

- Leads the enhancement and expansion of the PointClickCare EHR system.
- Participates in the development and implementation of business systems including the electronic shared document drive.
- Participates in Manger-On-Call schedule.
- Performs all other duties as assigned.

QUALIFICATIONS AND REQUIREMENTS:

- Bachelor of Science Degree in Nursing and current BCCNM registration.
- Minimum three years management experience within a team-based environment.
- Minimum of three years experience in elder care.
- Strong leadership, communication, interpersonal and organisational skills.
- Sound financial management skills.
- Proficiency in IT applications.
- Experience managing unionized staff is an asset.
- Knowledge of the Community Care and Assisted Living Act is an asset.