

1. IDENTIFICATION

Position No.:	Job Title:	Supervisor's Position:	Fin. Code:
See Appendix	Manager Home and Community Care	See Appendix	See Appendix
Department:	Division/Region:	Community:	Location:
Health	See Appendix	See Appendix	See Appendix

2. PURPOSE

Main reason why the position exists, within what context and what the overall end result is.
<p>This is the senior position of the Home and Community Care program. This position provides program expertise and will coordinate the support to planning, program development, service delivery and evaluation for home and community care programs in the region. This will involve coordination of expertise across the department, in partner departments and agencies, and will emphasize community development and deepening of community capacity.</p> <p>The Manager has responsibility for providing direct supervision to all nursing and other clinical staff as well as all support staff. The manager will provide clinical coordination and administrative oversight to all staff of the Home and Community Care program. The position is also for training or the oversight of training for all Home & Community Care (HCC) staff.</p> <p>The Manager will be responsible for administering and developing the Home and Community Care budget in the region as well as monitoring the program expenditures.</p>

3. SCOPE

Describe in what way the position contributes to and impacts on the organization.
<p>This position ensures the efficient and effective coordination and support of Home and Community Care programs in compliance with territorial standards of care. Home and Community Care ensures the delivery of quality case management, nursing, and support services to clients in their home setting and other community settings, assisting them to function at their optimum level and to remain independent of institutional-based care services. This program provides nursing care and support services to clients throughout the life cycle that enable clients to stay in their homes and function at their optimum level while reducing demand on the acute care system.</p>

4. RESPONSIBILITIES

Describe major responsibilities and target accomplishments expected of the position. For a management position, indicate the subordinate position(s) through which objectives are accomplished.

Manages the Rehabilitation program and administrative operation in the region by:

- Preparing monthly, annual and special reports and writing program proposals;
- Processing and receiving supplies / equipment; collecting statistics, maintaining inventory;
- Handling personal, telephone or written inquiries of clients, healthcare professionals and administration and the general public;
- Planning for and assisting with physician, specialist, and regional staff visits as required;
- Liaising, developing and maintaining cooperative and effective relationships with physicians, and other community health professionals, other agencies, administration, Inuit organizations and the community;
- Participating in inter-agency meetings to plan, implement, and evaluate joint projects related to health;
- Participates with policy development and approval;
- Developing the annual Home and Community Care program budget and monitoring expenditures;
- Overseeing contracts related to the Home and Community Care program;
- Ensuring that records, files, and documents are secure and maintained according to professional and legal guidelines;
- Ensuring that effective case management practices are maintained by home and community care staff;
- Ensuring regular maintenance checks of medical equipment are completed as per protocol.

Providing professional and clinical supervision to ensure the safe and effective delivery of Home and Community Care by:

- Directly supervising dedicated home care nurses, home and community care reps., home and community workers, support staff, other clinical staff as required, and administrative staff as required;
- Develops human resources plans to ensure all positions within the various portfolios are staffed with appropriate staff;
- Develops and coordinates staff performance evaluations to ensure staff performance meets operational requirements;
- Scheduling service time and duties for staff;
- Conducting staff meetings to disseminate information, interpret policies, problem solve and team build;
- Addressing identified issues to ensure professional conduct of staff;
- Implementing and monitoring adherence to approved policies, procedures and programs;

- Advocating for the disadvantaged to promote development and resources and equitable access to health-related services;
- Developing, negotiating and auditing contracts as required;
- Interviewing, selecting orienting, scheduling work time, approving overtime, assigning workloads, evaluating performance and imposing progressive discipline as required;
- Establishing and maintaining effective interpersonal relationships with staff;
- Planning and implementing in orientation program for new staff;
- Preparing in-service training materials;
- Setting objectives for performance review;
- Reading publications to keep current on developments in health promotion and prevention techniques and audio/visual material available.

Coordinating and facilitating the engagement of external parties, with program expertise, to support Home and Community Care services by:

- Assisting in the identification and screening of external resources, where appropriate;
- Consulting with departments, agencies, community groups and councils and with other government officials (as appropriate) in relation to specific community rehabilitation concerns, in order to identify objectives and priority areas and plan appropriate action in an attempt to alleviate any community concerns.

Ensuring appropriate training is accessed by program staff by:

- Researching, planning and organizing education programs for the training of service delivery personal;
- Participating in training courses, workshops, seminars, and conferences to ensure maintenance of current knowledge of home care, community nursing and home support;
- Collaborating with the Clinical Home and Continuing Care Educator with the development and implementation of orientation and training as required.
- Providing orientation, guidance, support and training as required.

Facilitates program design to maximize community benefit by:

- Supporting and directing the integration of new home care and community support services with existing services;
- Develops, implements, and evaluates new and continuing home and community care programs and services;
- Coordinates home and community care services and functions to ensure consistency and equity in assessment, prioritization and delivery of services to residents;
- Consulting with individuals/groups and compiling data to perform periodic needs assessments to establish program priorities; and

- Develops implements and evaluates a system for continuous quality improvement activities such as chart audits and best practice standards

Ensuring effective public accountability mechanisms are in place:

- Developing comprehensive regional reports to ensure accountability; and
- Enabling communities to identify needs and work in collaborative with the appropriate stakeholders to take action for resolution of health issues/concerns.

Depending on workload, this position may also have a clinical component in which the incumbent would provide assessment and treatment that meets recognized standards of their profession in both quality and quantity to patients of all ages in the community.

5. KNOWLEDGE, SKILLS AND ABILITIES

Describe the level of knowledge, experience, and abilities that are required for satisfactory job performance.

Contextual Knowledge

- Theories, principles and practices in the fundamentals of home & community care services;
- Knowledge of best practices for home & community care services;
- Theories, principles and practices of program development and evaluation;
- Theories, principles and practices of HR and Financial administration;
- Applicable legislation, policies and procedures including knowledge of ATIPP and privacy best practices;
- Theories, principles and practices of adult learning;
- Familiarity with and sensitivity to the culture and values of Nunavummiut.

Skills & Abilities

- Ability to apply clinical framework;
- Ability to advocate on behalf of patients and for the department;
- Ability to develop, coordinate and evaluate comprehensive home & community care services appropriate to northern community needs;
- Ability to maintain a high degree of confidentiality;
- Ability to work in a multi-disciplinary team;
- Ability to be an innovative and collaborative leader with the skills to engage a team of multidisciplinary professionals;
- Ability to teach effectively on an individual or group basis;
- Ability to exercise flexibility and capacity to manage numerous and diverse activities, organizing and prioritizing appropriately to meet demands and expectations;
- Ability to work effectively in a cross-cultural setting ensuring that Inuit Societal Values are acknowledged and maintained during patient and employee interactions;
- Organization and time management skills;
- Strong interpersonal skills in a clinical setting;

- Effective verbal and written communication skills;
- Computer skills and knowledge of Microsoft Office such as: Word, Excel, Teams.

The above knowledge, skills and abilities are typically acquired through;

- An undergraduate degree in nursing or diploma (with equivalencies) in nursing;
- Five years’ experience in community nursing including three years of supervisory experience;
- Registration (or eligibility for registration) with the CANNN. The successful applicant must be registered with CANNN prior to the commencement of employment;
- Basic BCLS certification with annual re-certification is required;
- Wound care, diabetes care, palliative care, specialized foot care, peripheral intravenous (PIV) and central intravenous (IV) access certificates are an asset;
- The ability to communicate in more than one of Nunavut’s official languages is an asset.

This is a highly sensitive position, vulnerable sector and criminal record checks are required.

6. WORKING CONDITIONS

List the unavoidable, externally imposed conditions under which the work must be performed and which create hardship for the incumbent. Express frequency, duration and intensity of occurrence of physical demands, environmental conditions, and demands on one’s senses and mental demands.

PHYSICAL DEMANDS

Indicate the nature of physical demands and the frequency and duration of occurrences leading to physical fatigue.

- Requires full mobility in the community in all types of weather conditions.

ENVIRONMENTAL CONDITIONS

Indicate the nature of adverse environmental conditions, to which the jobholder is exposed, and the frequency and duration of exposures. Include conditions that disrupt regular work schedules and travel requirements.

- Exposure to emotionally difficult, or potentially violent situations in the office, clinic or on home visits.
- Travel by vehicle in all weather and road conditions.

SENSORY DEMANDS

Indicate the nature of demands on the jobholder’s senses to make judgments through touch, smell, sight and hearing, and judge speed and accuracy.

- Requires the use of all five senses.
- Exposure to blood and body fluids – risk can be minimized through use of universal precautions.
- Exposure to animals while on home visits.
- Exposure to clients with contagious conditions - risk can be minimized by maintaining immunization status and using infection control measures.

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| <ul style="list-style-type: none">• Exposure to hazardous substances – risk can be minimized with application of WHMIS knowledge. |
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MENTAL DEMANDS

Indicate conditions that may lead to mental or emotional fatigue.
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| <ul style="list-style-type: none">• Will be faced with deadlines and urgent situations;• Functioning in an ever changing and developing environment. |
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7. CERTIFICATION

Employee Signature	Supervisor Title
Printed Name	Supervisor Signature
Date I certify that I have read and understood the responsibilities assigned to this position.	Date I certify that this job description is an accurate description of the responsibilities assigned to the position.
Deputy Head Signature	
Date I approve the delegation of the responsibilities outlined herein the context of the attached organizational structure.	

8. ORGANIZATIONAL CHART

Please attach Organizational Chart indicating incumbent’s position, peer positions, subordinate position (if any), and supervisor position.

“The above statements are intended to describe the general nature and level of work being performed by the incumbent of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position.”

9. Appendix A – List of Positions and Corresponding Information

Community	Position	Supervisor	Freebalance Code
Cambridge Bay	10-09810	10-12105	10270-01-4-410-1025405-04
Pangnirtung	10-10044	10-01732	10270-01-2-250-1000000-04
Rankin Inlet	10-10072	10-03398	10270-01-3-320-1025405-04