



## WINNIPEG REGIONAL HEALTH AUTHORITY POSITION DESCRIPTION (Non-Management)

**DATE: April 22, 2013**

Revised June 5, 2017

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**POSITION TITLE: Educator - Specialist  
(previously CHSS)**

**JOB CODE: 30002088**

**DEPARTMENT:** Long Term Care Access Centre

**UNION:** MGEU 220

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**SUPERVISOR'S TITLE: Transition Manager, Long Term Care Access Centre**

**SUPERVISORY RESPONSIBILITIES:** None

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**EDUCATION:**

- Baccalaureate Degree in Nursing, Social Work or other health related discipline required.

**EXPERIENCE:**

- Minimum of four years community related experience preferable in Community Care and Case Management.

**LICENCES, REGISTRATIONS:**

- Current practicing status with professional organization, if applicable.

**Skills and Abilities**

- Knowledge of Case Management principles and the ability to integrate these into staff roles.
  - Familiarity with the Long Term Care Program would be considered an asset.
  - Communication skills are essential including oral, written, interpersonal, vertical, horizontal, network verbal, written/electronic and across all staff designations and roles
  - Knowledge and understanding of adult learning and working styles to support capacity building of individuals, collective staffing and encompassing teambuilding
  - Knowledge of Microsoft office and automated client files and an understanding of the impact of technology on the system required.
  - Experience collecting and utilizing statistical information for needs assessment, gap analysis, root cause, monitoring and evaluation.
  - Organization, time management and prioritization skills are required to respond to a dynamic and complex environment requiring the ability to multi-task, while working independently with minimum supervision.
  - Knowledge of Change Management and the effects of change on the system.
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## **I. MAIN FUNCTION:**

Under the supervision of the Transition Manager, the Educator/Specialist applies professional knowledge and experience in the assessment, planning, implementing and evaluation of supports to the Long Term Care Access Centre. The Educator/ Specialist provides education and training to staff across a variety of classifications within the WRHA. The Educator/Specialist initiates change from a system and process perspective and provides support and evaluation to the Director in implementing these initiatives.

## **II. POSITION DUTIES AND RESPONSIBILITIES:**

### **1. Education**

#### **Orientation**

- Coordinates and delivers orientation to Access Centre Access Coordinators, LTCAC, Home Care and other WRHA departments upon request.
- Trains/supports new staff with respect to assessments, assessment, care planning, implementation and evaluation tools.
- Research, develop and maintain tools and materials to facilitate staff orientation.
- Evaluates orientation process including materials, process and presentation
- Establishes linkages with educational institutions.

#### **Staff Development**

- Conduct individual and collective educational needs assessments
- Forecast and identify educational needs through supporting documentation i.e. MDS reports, program goals and objectives, CCHSA Standards, complaints and occurrence management and client demographics
- Establish individual and collective staff group short and long range learning goals and objectives
- Research, develop and facilitate the distribution of resource material
- Facilitate learning through adult education principles, knowledge of learning styles, in a variety of settings
- Research, develop, and deliver staff development training opportunities with respect to completing assessments, case management, WRHA initiatives.
- Evaluate achievement towards learning objectives with staff, Managers and/or Senior Management.

### **2. Clinical**

- Maintain current case management and assessment skills.
- Ability to conduct assessments for complex cases.
- Provide ongoing mentorship to new and existing staff.
- Ability to provide support to the LTCAC team as needed.

### **3. System and Process Change Management**

- Focus on the Program's strategic objectives while problem solving and improving individual and organization performance through the application of systematic and measurable processes.
- Prepare regular reports regarding program evaluations, status of Program objectives, necessary revisions and recommendations.
- Review key processes that add value to the client, staff and are critical for Program success
- Recommend and draft policies and procedures upon request.
- Develop procedures and Best Practice Guidelines related to Case Management and overall operational goals
- Develops strategies to facilitate change and mitigate the negative impact of change
- Implements new initiative and evaluates the impact of change on key performance indicators
- Foster a workplace environment that is conducive to creativity, flexibility, innovation and continued learning and organizational improvement

### **4. Project Management**

- Development and implement projects aimed at improving the continuum of care through enhanced partnerships
- Manage multiple projects and facilitate timely execution
- Monitor and report to the Transition Manager on an ongoing basis.
- Analyze and evaluate project outcomes as they impact on the system as a whole and provide recommendations on broad usage

## **5.0 Consultation and Partnership Support**

### **5.1 Winnipeg Regional Health Authority**

- Provide on-going information and feedback to enable and empower Access Coordinators
- Provide information and feedback to the Long Term Care Program.
- Provide consultation and support across Programs within the organization as requested
- Provide consultation to all staff regarding the interpretation of policy and the delivery of the Long Term Care Access Centre Program
- Provide appropriate, effective, and timely communication to stake holders regarding initiatives and projects

### **5.2 Manitoba Health and External Agencies**

- Establish and maintain ongoing partnerships with stakeholders.

### **5.3 Inter-provincial**

- Maintain contact with other Health Regions in Manitoba and across Canada in relation to access to Long Term Care .

## **6.0 Quality Management**

- Establish a performance measurement process to identify, monitor and analyze program activities
- Audit caseloads to monitor quality and consistency.
- Determine information to be measured i.e. quality, accuracy, over-cost, compliance, etc.
- Design data collection tools and methodology and gather data that is complete, accurate and reliable
- Interpret and present summary data to stake holders, establish ongoing quality improvement cycle
- Initiate and implement Best Practice as it relates to the organizations strategic objectives

## **7.0 Additional Responsibilities**

- Participates in the development and achievement of the LTCAC goals and objectives.
- Performs other duties and services as requested.
- Demonstrates a commitment to professional development and lifelong learning.
- Evaluates own performance on an ongoing basis.
- Maintains confidentiality at all times.