



WINNIPEG REGIONAL HEALTH AUTHORITY POSITION DESCRIPTION (Non-Management)

DATE: September 5, 2017

POSITION TITLE: Self and Family Managed Care (SFMC) Case Coordinator

JOB CODE: 30002401

DEPARTMENT: Home Care

UNION: MAHCP

SUPERVISOR'S TITLE: Team Manager

SUPERVISORY RESPONSIBILITIES: (XX) None
Number **Titles of those supervised**

EDUCATION;

- BSW, OT, PT, BSc PN, RPN, BN, RN, SLP, RD, or related health/human service degree required.

EXPERIENCE:

- Two years of recent and relevant experience and demonstrated competency in community health, home care, and/or primary care / primary health care is required.
- Experience as a Case Coordinator in Community Health Services is an asset.
- Strong assessment skills of client and families in the context of home and community settings preferred.
- Understanding of basic rehabilitation practice, principles and philosophy.
- Recent and relevant continuing professional education in relevant/related clinical area preferred.

OTHER:

- Computer-based knowledge and experience required.
- Excellent interpersonal, oral and written communication skills, including conflict resolution.
- Ability to work independently and collaboratively with others in an inter-professional team.
- Excellent professional judgment, critical thinking, clinical reasoning and decision-making skills.
- Demonstrated ability to prioritize, remain organized, take initiative and work under pressure with strict timelines in high-volume environments.
- Demonstrated leadership abilities.
- Knowledge of The Freedom of Information and Protection of Privacy Act (FIPPA).
- Knowledge of The Personal Health Information Act (PHIA).

PHYSICAL DEMANDS AND WORKING CONDITIONS:

- Must be in good physical and mental health.
- May be exposed to infectious diseases, blood and body fluids, toxic materials, noise, allergens, physical and emotional stress.
- May encounter aggressive and/or agitated clients/visitors/staff.
- Available to work days and weekends. May be required to work evenings.
- May be required to work in other Community Areas.

LICENCES, REGISTRATIONS:

- Valid driver's license and a vehicle.
- Licensure/registration as per profession designation required.
- If successful applicant is a Registered Dietitian, must be a graduate of a recognized dietetic internship program accredited by Dietitians of Canada.

MAIN FUNCTION:

The Self and Family Managed Care (SFMC) Program is a Centralized Home Care service team. The Team facilitates the transition of clients from Community Home Care, Hospital discharges and Home Care Intake referrals. The SFMC Case Coordinator determines eligibility for the SFMC Program and assesses the need for care at home, in a shared care model or in a personal care home. A key objective of the SFMC Program is to enable clients to remain in their home for as long as possible and when required, transition to LTC from the community. Clients must be able to self-direct their care to be eligible or have a family member (trusted person) to manage their care plan. The SFMC Team prioritizes clients based on presenting care circumstances including; ALS, VAD, Palliative Care and Complex Hospital discharges.

The SFMC Case Coordinator will coordinate the care plan and the delivery of professional services. The SFMC Case Coordinator is responsible to ensure compliance with SFMC program requirements including financial compliance with the SMFC Program.

POSITION RESPONSIBILITIES:

- Reviews referrals to SFMC Program and proceeds with comprehensive client and family assessment to determine appropriateness for SFMC Program to meet client's care needs.
- Ensures client is medically stable, does not require 24 hour in-hospital support and that client can be maintained in the community with SFMC Program.
- Develops the client's care plan and the ability of care plan to be fully implemented on the SFMC Program.
- Ensures client's service plan includes statement(s) of client need, objectives, implementations, service plan based on client /family assessment and the RAI-MDS tool.

- Collaborates with the client, family, primary care home, and other members of the inter-professional team to develop care plans and ensure they can be safely and effectively managed on the SFMC Program.
- Documents assessments and client care plan in client's health record.
- Works with Self/Family Manager to complete all necessary documentation to ensure enrollment to the SFMC Program and compliance with SFMC Program reporting requirements and WRHA Finance.
- Establishes collaborative partnerships with internal and external resources for the purpose of identifying service gaps and advocates for services to address gaps for persons and families.
- Understands and applies leadership principles that support a collaborative practice model including shared decision-making and accountability for one's own actions.
- Consistently communicates with other health providers in a respectful, collaborative, responsive and responsible manner.
- Engages self and others including the client and family in a positive manner and constructively addresses disagreements as they arise.
- Engages in relationships with care, dignity and respect regardless of race, ethnicity, culture, ability and/or language proficiency.
- Coordinates delivery of a broad range of home and health services based on Case Coordinator guidelines and the client's needs.
- Provides professional intervention where appropriate through professional education, counseling, assessment, advocacy, guidance and/or crisis intervention, etc.
- Works with clients, families and others in the healthcare team to complete reassessment(s) including RAI-MDS tool and modify the service plan according to changes in client's health and functional status.
- Plans and organizes work schedule to effectively manage caseload.
- Participates with or without other staff in accurately interpreting the SFMC Program, related operational guidelines/directives and resources provided through the Home Care Program to the public and/or other agencies.
- Takes initiative to establish and maintain liaison with the local health care partners and any informal community resource networks.
- Participates in development and dissemination of education for new staff, students and others in the Home Care Program regarding the SFMC Program.

PROFESSIONAL RESPONSIBILITIES:

- Provides care in a professional manner consistent with professional standards and code of ethics.
- Reports unsafe practice, professional incompetence, professional misconduct and incapacity or unfitness to practice of any healthcare team member through the appropriate channels.
- Provides constructive feedback to members of the healthcare team in a timely manner.
- Requests and accepts supervision and feedback on daily operations and performance where indicated.

EDUCATION AND RESEARCH:

- Takes initiative for personal continuing education related to individual's professional scope, evidence-based and best practices that relate to the Home Care service delivery.

- Maintains and updates professional skills and knowledge base through self-examination and the integration of new and existing evidence through reading, continuing education and professional development opportunities.
- Recognizes limitations in knowledge and skills and takes appropriate action to compensate for any limitations identified.
- Attends and participates in professional development in-service opportunities.
- Participates in intra and interdisciplinary rounds, clinics, conferences and lectures appropriate to clinical practice area/home care.
- Demonstrates personal growth and development in the areas of clinical reasoning and use of evidence informed and evidence-based practice.
- Responds to surveys and inquiries from researchers and other jurisdictions requesting information regarding community-based care.
- Supports new professional knowledge by identifying possible research topics.
- Participates in approved service projects, research and program evaluation.
- Contributes to the knowledge base of the relevant professional body by sharing expertise, knowledge, and practical experience through presentations and publications.

SAFETY:

- Maintains responsibility for personal safety at all times.
- Contributes to a safe work environment and culture of safety.
- Reports hazardous conditions or equipment and takes action to address when appropriate.
- Adheres to all workplace health and safety regulations and safe work practices.
- Completes all mandatory safety education sessions and re-certifications, e.g. Workplace Hazardous Materials Information System (WHMIS), and Routine Practices.
- Reports any untoward incident to their Manager or designate.

OTHER:

- Participates in program, service and/or regional committees as assigned.
- Performs other duties and functions related to this job description not exceeding above stated skills and capabilities.