



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

INCUMBENT(S):

DATE: June 18, 2014

POSITION TITLE: Case Coordinator

CLASS: C020; C021; C022; C023

SAP JOB CODE: 30003928

UNION: MAHCP

DEPARTMENT: Rehabilitation and Geriatrics Program/PRIME

SUPERVISOR'S TITLE: PRIME Manager

SUPERVISORY RESPONSIBILITIES: None

POSITION SUMMARY

PRIME is a community based health program dedicated to supporting community dwelling frail, high risk seniors to continue living in their homes, through the provision of an all-inclusive program of care including: a day centre, primary health clinic, intense case management, access to an interdisciplinary team, Home Care coordination and after hours support. Program staff's scope of responsibility will extend beyond the walls of the program premises, and will not be limited to the participants' days of attendance. The team works in partnership with seniors and their families, home care and other health agencies and sectors that maintain and promote the health of the senior population residing in community settings. Responsibilities include the provision of accessible clinical service delivery and education with a focus on health promotion, disease prevention, chronic disease management, the prevention of injuries and disability and maintenance of optimal functioning. Team members will have both clinical and case management responsibilities, with an emphasis on interprofessional collaboration, including effective communication and team work.

Under the direction of the PRIME Manager (or designate), and maintaining a strong relationship with the respective professional group, the incumbent is responsible for:

- Providing case management by exercising expertise in assessment, care plan development and implementation, monitoring and evaluation, and by coordinating the delivery of a broad range of professional and non-professional services through advocacy, liaison and communication with participants, families, and the PRIME interdisciplinary team and other service providers; maintaining excellent working relationships with team members and participating in team planning and problem solving; performing a variety of administrative functions as required by the program.
- Providing quality clinical services including consultation, participant assessment, diagnosis, planning, intervention implementation and evaluation, program planning and implementation, discharge planning and follow-up in order to maintain optimal function, prevent disability and promote well-being.
- Provides clinical supervision and training for students and participates in the education of other health-care providers or others upon request.

Position Description

Case Manager - PRIME

- Participating as a member of the health-care team and interpreting participant health and social issues to the team; maintaining excellent working relationships with team members and participating in team planning and problem solving; performing a variety of administrative functions as required by the department.

Maintains responsibility for personal and participant safety during the provision of care and maintains awareness of and adheres to safety procedures; acts appropriately in all emergency situations. Identifies faulty equipment, removes it from active use and notifies appropriate personnel. Adheres to all workplace health and safety regulations, policies and safe work practices. Completes all mandatory safety education sessions and recertifications. Maintains awareness and complies with all WHMIS regulations.

Performs all duties in accordance with established health and safety regulations/guidelines, policies and procedures (e.g. utilizing personal, protective equipment as per safe work procedures). Notifies management or their designates (i.e. supervisors) of all accidents, injuries, illnesses, safety or health concerns which are likely to harm themselves, their co-workers, or any others who enter the premises.

EDUCATION:

- Baccalaureate Degree in a relevant health profession such as nursing, occupational therapy, physiotherapy, social work.
- Requires a valid driver's license and vehicle to carry out job responsibilities.
- Specific training in gerontology considered an asset

EXPERIENCE:

- Minimum of three years recent experience in community-based services required.
- Minimum of three years recent experience with the elderly is required.
- Awareness of community resources and health and social welfare systems is essential.
- Understanding of the principles of population health, determinants of health and adult education is an asset.
- Excellent interpersonal skills required, with the ability to work cooperatively with other disciplines and demonstrate professional judgment and initiative.

OTHER:

Knowledge

- Knowledge of geriatric assessment and intervention, including knowledge of physiological, social, cultural and economic aspects of participant care.
- Knowledge, understanding and application of evidence-based practice.
- Willingness to adapt to new concepts, techniques and best practice in the academic and clinical fields of health-care knowledge.
- Demonstrates knowledge and support of:
 - The vision, values, goals, and objectives of the Winnipeg Regional Health Authority and Deer Lodge Centre.
 - The Deer Lodge Centre's Mission Statement, Residents Bill of Rights and Code of Conduct.
 - Personal Health Information Act, Protection of Persons in Care Act, Workplace Hazardous Material Information System (WHMIS), Principles of Routine Practices (Universal Precautions) and other legislated acts.

Abilities and Skills

- Ability to initiate and work independently.

Position Description

Case Manager - PRIME

- Ability to plan and implement health promotion programming.
- Demonstrated ability in interprofessional collaboration, including effective teamwork, communication and building partnerships.
- Demonstrated computer literacy

PHYSICAL DEMANDS AND WORKING CONDITIONS:

- Must be in good physical and mental health to perform duties in a competent and efficient manner.
- Must demonstrate the use of safe and effective body mechanics while working with participants.
- May be required to work evenings, weekends or extended hours.
- May encounter aggressive and/or agitated participants/visitors/staff.
- May be exposed to infectious diseases, blood and body fluids, toxic materials, noise, allergens, physical and emotional stress.

LICENCES, REGISTRATIONS:

Licensure/registration as per professional designation required.

MAIN FUNCTION:

Provides quality physiotherapy services including consultation, client assessment, physiotherapy diagnosis, planning, intervention implementation and evaluation, program planning and implementation, discharge planning and follow-up in order to maintain optimal function, prevent disability and promote well-being. Provides education and guidance to other health care providers or people working within the educational system. Provides clinical supervision and training for students and participates in the education of other health care professionals upon request. Maintains professional accountability, professional judgment and reasoning with a high level of communication and collaboration.

POSITION DUTIES AND RESPONSIBILITIES

- Participant Care (Case Management)
 - Participant Care (Clinical) (Refer to Appendix A and select relevant discipline-specific job description.)
 - Human Resource Management
 - Leadership
 - Communication
 - Decision Making/Accountability
 - Professional Responsibility
 - Quality Improvement
 - Education and Research
 - Other Responsibilities
-

ILLUSTRATIVE EXAMPLES OF ACTIVITIES OF POSITION:

Participant Care (Case Management)

- Receives referrals and screens for participant eligibility for PRIME.
- Using standardized assessment tools, conducts assessment of the participant and family to determine the care needs.

Position Description

Case Manager - PRIME

- Develops a care plan including statements of participant needs, goals, interventions and outcomes.
- Takes responsibility for implementing and coordinating care plan, which includes initiating referrals to other internal and external services as necessary to meet participant needs, and providing the necessary monitoring and follow up with the consulting services.
- Provides professional intervention where appropriate through professional counseling, teaching, guidance, support, crisis intervention, etc.
- Maintains current case count and ensures proper submission of statistics.
- Plans and organizes work schedule and manages case load demands effectively.
- Utilizes consultation and supervision.
- Gathers and utilizes data regarding resources and resource needs related to caseload/community.
- Attends team conferences and meetings; ensures participant and family are included in team decisions; advocates for participant and family when necessary.
- Participates with other staff in interpreting the program and resources provided through PRIME to the public and/or other agencies.
- Takes initiative to establish and maintain liaison with local health-care services and the informal community resource network.
- Coordinates participant discharge plans, including home assessments, documentation and transfer of information as required.
- Participates in the coordination of care between members of the health-care team to ensure continuity of care.
- Participant Care (Clinical) (Refer to Appendix A and select relevant discipline-specific job description.)

Human Resource Management

- Provides input into peer performance reviews as requested.
- Participates in the interviews of prospective staff members as requested.

Leadership

- Demonstrates leadership in assisting the interdisciplinary care team complete admission and discharge processes; relieves co-workers due to illness, vacation, professional development and other absences.
- Where applicable, may be asked to assume responsibility for departmental case load management.

Communication

- Maintains professional accountability, professional judgment and reasoning with a high level of communication and collaboration.
- Excellent verbal and written communication.

Decision Making/Accountability

- Demonstrates critical thinking, decision-making skills and ability to determine clear priorities.
- Commitment to working towards common participant and team goals

Professional Responsibility

- Maintains and updates professional skills and knowledge base through self-examination and the integration of new knowledge acquired through continuing education and professional development opportunities.

Position Description

Case Manager - PRIME

- Demonstrates personal growth and development in the areas of clinical reasoning and the use of evidence-based practice.
- Attends staff meetings and profession-specific meetings; participates on standing or special committees of the program and profession.
- Represents the profession on program, facility or regional committees as requested.
- Participates in program and profession specific service planning and establishes goals and objectives.
- Demonstrates a professional approach in all situations.
- Reports unsafe practice, professional incompetence, professional misconduct and incapacity or unfitness to practice of any health-care team members through the appropriate channels.

Quality Improvement

- Seeks to improve processes within the scope of responsibility.
- Participates in the development, implementation and maintenance of quality assurance and quality improvement initiatives in all aspects of participant care.
- Participates in the development, implementation and evaluation of written procedures and standards.
- Records accurate statistical workload data in a timely manner and according to department and professional standards.
- Understands and complies with all relevant regional, facility, departmental and program policies, procedures and standards.
- Demonstrates openness to ideas/changes that support quality patient care and service.

Education and Research

- Supports the generation of new professional knowledge by identifying potential research topics.
- Supports and participates in approved research, clinical studies and program evaluations.
- Contributes to the knowledge base of own profession by sharing expertise, knowledge and practical experience through presentations and publications.
- Participates or assists with the clinical education of students and evaluates their performance in the clinical experience.
- Develops and teaches programs to promote health and wellness.
- Provides in-service or individualized educational sessions as appropriate.
- Participates in the orientation and mentorship of new staff and students.

Other Responsibilities

- Prepares necessary reports and correspondence as required in appropriate format.
- May be required to perform other duties and functions related to this job description not exceeding above stated skills and capabilities.

HR DIRECTOR'S SIGNATURE

MANAGER'S SIGNATURE

APPENDIX A
DISCIPLINE-SPECIFIC JOB DESCRIPTIONS FOR CASE MANAGER

WINNIPEG REGIONAL HEALTH AUTHORITY
PHYSIOTHERAPIST

INCUMBENT(S): DATE: March 9, 2011

POSITION TITLE: Physiotherapist **CLASS:**

UNION: MAHCP

DEPARTMENT: Physiotherapy Services

SUPERVISOR'S TITLE: Manager

SUPERVISORY RESPONSIBILITIES

Provides clinical supervision of rehabilitation or physiotherapy assistants and may be asked to participate in the clinical supervision of student physiotherapists, rehabilitation assistant students or students of other health professionals.

EDUCATION

Entry-to-practice academic credential in physiotherapy from an accredited Canadian university program or the approved equivalent if internationally educated. Where required by provincial licensing, must successfully have completed the written component of the Physiotherapy Competency exam and must successfully complete the practical component within the mandatory two year timeframe as a condition of employment.

EXPERIENCE

Recent and relevant clinical experience preferred.

OTHER

- Ability to establish and maintain good interpersonal relationships.
- Must have effective written and verbal communication skills.
- Ability to work cooperatively with other disciplines and demonstrate professional judgment and initiative.
- Knowledge of the physiological, social, cultural and economic aspects of client care.
- Ability to organize and complete assignments with a minimum of supervision.
- Willingness to adapt to new concepts, techniques and best practice in the academic and clinical fields of health care and education knowledge.
- Computer literacy as appropriate to the setting.

PHYSICAL DEMANDS AND WORKING CONDITIONS

- Must be in good physical and mental health and be able to stand or walk for extended periods of time without resting.
- Must demonstrate the use of safe and effective body mechanics while working with clients.
- Must be able to safely transfer large and/or heavy clients who may have limited or no weight bearing capabilities.
- Must demonstrate adequate motor coordination or dexterity for implementation of therapeutic techniques and manipulation of therapeutic activities as necessary.
- May be required to work evenings or weekends.
- May be required to occasionally work extended hours.
- 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.

LICENCES, REGISTRATIONS

- Must be registered on the Practicing Roster of the College of Physiotherapists of Manitoba. Membership with the Canadian Physiotherapy Association preferred.
- Cardiopulmonary Resuscitation (CPR) Training requirements for this position shall be in accordance with WRHA policy #20.40.210.

MAIN FUNCTION

Provides quality physiotherapy services including consultation, client assessment, physiotherapy diagnosis, planning, intervention implementation and evaluation, program planning and implementation, discharge planning and follow-up in order to maintain optimal function, prevent disability and promote well-being. Provides education and guidance to other health care providers or people working within the educational system. Provides clinical supervision and training for students and participates in the education of other health care professionals upon request. Maintains professional accountability, professional judgment and reasoning with a high level of communication and collaboration.

POSITION DUTIES AND RESPONSIBILITIES

CLIENT CARE

Under the general supervision of the Manager (or designate) and in accordance with The Physiotherapists Act of Manitoba and facility policy, the Physiotherapist:

- performs assessments, in collaboration with the client, sets realistic client-centered goals and develops treatment programs aimed at improving the physical, mental and psychosocial well-being of the client. Implements and modifies treatment programs as necessary based on reassessment findings and use of outcome measures.

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- adheres to service and professional standards for documentation in the client care record.
- maintains client confidentiality in accordance with all privacy legislation and maintains communication related to client care with physicians, other health care workers, external agencies, client and the client's caregiver where appropriate.
- educates and motivates the client and caregivers to obtain the maximal benefit from the physiotherapy interventions.
- organizes, prioritizes and assumes responsibility for their caseload and maintains a caseload consistent with department standards. Assists other physiotherapists and adjusts caseload to accommodate priority provision of care during staff absences.
- coordinates the delivery of physiotherapy care with other members of the health care team or educational team within the school system.
- provides instruction, supervision and receives feedback from physiotherapy support staff in the delegation of specific client treatment programs and other duties.
- in collaboration with the client and client's family and/or caregivers, develops and/or coordinates appropriate home and/or community programming to maintain and enhance the functional performance of the client.
- participates in client discharge plans, including home assessments as required.
- delivers a consultative service by assessing, problem solving, providing education and recommendations and/or an intervention programs for clients in the community or school setting.
- discontinues service as appropriate in communication with the client and client care team.

EDUCATION (CLIENT, STAFF, STUDENTS, ETC.)

- Participates or assists with the clinical education of student physiotherapists and rehabilitation assistant students and evaluates their performance in the clinical experience.
- Develops and teaches programs directed towards preventative and rehabilitative health care and wellness.
- Provides inservice or individualized educational sessions as appropriate.
- Participates in the orientation and mentorship of new staff and students.

QUALITY

- Seeks to improve the processes within the scope of responsibility.
- Participates in the development, implementation and maintenance of quality assurance and quality improvement initiatives in all aspects of patient care.
- Participates in the development, implementation and evaluation of written procedures and standards.
- Records accurate statistical workload data in a timely manner and according to department and professional standards.
- Understands and complies with all relevant regional, facility and departmental policies, procedures and standards.

PROFESSIONAL DEVELOPMENT

- Maintains and updates professional skills and knowledge base through self examination and the integration of new knowledge acquired through continuing education and professional development opportunities.
- Demonstrates personal growth and development in the areas of clinical reasoning and the use of evidence based practice.
- Maintains knowledge of equipment and treatment resources within the department and facility. May be asked to make recommendations for equipment purchases.

RESEARCH

- Supports the generation of new professional knowledge identifying potential research topics.
- Supports and participates in approved research, clinical studies and program evaluations.
- Contributes to the knowledge base of physiotherapy by sharing expertise, knowledge and practical experience through presentations and publications.

SAFETY

- Maintains responsibility for personal and client safety during physiotherapeutic care and maintains awareness of and adheres to safety procedures; acts appropriately in all emergency situations.
- Identifies faulty equipment, removes it from active use and notifies appropriate personnel.
- Adheres to all safety and health regulations and safe work practices.
- Maintains awareness and complies with all Workplace Hazardous Materials Information System (WHMIS) regulations.
- Completes all mandatory safety education sessions and recertifications (e.g. CPR and WHMIS).

OTHER

- Provides input into peer performance reviews as requested.
- Participates in the interviews of prospective staff members as requested.
- Represents physiotherapy on program, facility or regional committees as requested.
- Attends and participates in all departmental or program meetings and inservices.
- Where applicable, may be asked to assume responsibility for departmental caseload management.
- May be required to perform other duties and functions related to this job description not exceeding above stated skills and capabilities.

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**WINNIPEG REGIONAL HEALTH AUTHORITY
OCCUPATIONAL THERAPIST**

INCUMBENT: DATE: March 9, 2011

POSITION TITLE: Occupational Therapist **CLASS:**

UNION: MAHCP

DEPARTMENT: Occupational Therapy

SUPERVISOR'S TITLE: Manager

SUPERVISORY RESPONSIBILITIES

Provides clinical supervision of rehabilitation/occupational therapy assistants and participates in the clinical supervision of student occupational therapists, rehabilitation assistant students or students of other health professions.

EDUCATION

Baccalaureate or Clinical Masters Degree in Occupational Therapy or approved equivalent required.

SPECIAL TRAINING

Successful completion of relevant continuing professional education in designated clinical area preferred.

EXPERIENCE

Recent and relevant clinical experience preferred.

OTHER

- Ability to establish and maintain good interpersonal relationships.
- Must have effective written and verbal communication skills.
- Ability to work cooperatively with other disciplines.
- Demonstrated professional judgment and initiative.
- Demonstrated effective organizational, interpersonal, critical thinking, clinical reasoning, conflict resolution and decision-making skills.
- Knowledge and understanding of evidence based practice.
- Ability to perform both independently and as a team member.

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- Knowledge of the physiological, social, cultural and economic aspects of patient care.
- Ability to organize and complete assignments with a minimum of supervision.
- Willingness to adapt to new concepts, techniques and best practice in the academic and clinical fields of health care knowledge.
- Computer literacy as appropriate to the setting.

PHYSICAL DEMANDS AND WORKING CONDITIONS

- Must be in good physical and mental health.
- Must demonstrate adequate strength, agility, motor coordination and dexterity for implementation of therapeutic techniques and manipulation of therapeutic activities as necessary.
- 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.
- May be required to occasionally work extended hours.
- May be required to work a variety of shifts including weekends.

LICENCES, REGISTRATIONS

- Registration is required with the College of Occupational Therapists of Manitoba (COTM) with the incumbent's name entered in the practicing register or in the provisional register as an examination candidate. Where the incumbent is provisionally registered as an examination candidate, to maintain employment with the Centre, he/she must pass the examination required by COTM during the next available exam offering.
- Cardiopulmonary Resuscitation (CPR) Training requirements for this position shall be in accordance with WRHA policy #20.40.210.

MAIN FUNCTION: (In Order of Importance)

The Occupational Therapist collaborates with clients through assessment, interventions, follow-up, planning and designing of services to meet occupational performance goals, support healthy lifestyles, prevent illness and disability and promote health. Quality client care is supported through continuing professional development, research, quality improvement and promotion of occupational therapy.

ILLUSTRATIVE EXAMPLES OF ACTIVITIES OF POSITION

CLIENT CARE

Under the general supervision of the manager (or designate) and in accordance with the Occupational Therapists Act and facility policy, the Occupational Therapist: 3

- determines appropriateness of referrals and prioritizes appropriately.
- identifies need for occupational therapy services.
- utilizes available resources to assess occupational performance and provides services within appropriate environments e.g. home, work or other community setting.
- identifies occupational performance issues and assesses related occupational performance components.
- focuses intervention(s) on occupational performance issues and develops targeted outcomes and action plans in conjunction with the client, family, caregivers, other healthcare professionals and community resources (as appropriate).
- performs regular re-assessment and modifies treatment plans and treatment based on re-assessment results.
- assumes the role of case manager/coordinator/discharge planner where required.
- terminates services when discharge criteria are met.
- plans for continuation of care as necessary and communicates with the client and health care team members.
- organizes, prioritizes and assumes responsibility for own caseload and maintains a caseload consistent with established facility and professional standards.
- assists other occupational therapy staff and adjusts caseload to accommodate priority provision of care during staff absences and/or volume changes.
- determines and documents priority clients requiring occupational therapy intervention during scheduled absences and on the weekend and statutory holidays where service is available and communicates appropriately.
- works closely with the rehabilitation assistants and other support staff by providing instruction, supervision and receiving feedback to ensure aims of client treatment programs and delegated tasks are understood and followed.
- develops and/or coordinates appropriate home and/or community programming to maintain and enhance the occupational performance of the client.
- adheres to facility and professional standards for documentation of assessment, informed consent, treatment plans, client progress and communication.
- maintains effective communication both formally and informally with other members of the team as it relates to the provision of clinical services.
- prepares and provides timely accurate legible reports for other healthcare professionals and agencies when indicated as it relates to client care.
- attends and participates in client related rounds and conferences.
- incorporates best practice standards into the provision of client care.

EDUCATION (CLIENT, STAFF, STUDENTS, ETC.)

- Provides education and/or counseling to client, family and caregivers on functional abilities, rehabilitation, wellness and prevention issues.
- Provides supervision, clinical education, and evaluation of occupational therapy students on an annual basis.

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- Provides input into the supervision, clinical education, and evaluation of rehabilitation assistant students.
- Provides education regarding occupational therapy role and interventions to interdisciplinary team, students within other healthcare professions, families, and community groups as appropriate.
- Develops and teaches programs directed towards preventative and rehabilitative health care, health promotion, community development and capacity building.
- Participates in the orientation of new staff.
- Participates in the development of client instructional materials.
- Participates in academic programs (e.g. University of Manitoba, etc.) as appropriate.

QUALITY

- Seeks to improve processes within scope of responsibility.
- Participates in department/program/team and regional quality improvement activities and maintains quality improvement in all aspects of client care.
- Records accurate statistical workload and clinical data in a timely manner and according to department and professional expectations and standards.
- Understands and complies with all relevant regional, facility and departmental policies, procedures and standards e.g. clinical practice guidelines.
- Provides input into performance reviews as requested.
- Participates in the development/implementation/evaluation of written procedures, standards, assessment forms, etc.
- Reports issues of competency to manager.

PROFESSIONAL DEVELOPMENT

- Maintains and updates professional skills and knowledge base through self examination and the integration of new and existing evidence acquired 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 programs.
- Participates in intra and interdisciplinary rounds, clinics, conferences and lectures appropriate for the implementation and improvement of client care.
- Demonstrates personal growth and development in the areas of clinical reasoning and use of evidence informed and evidence based practice.
- Familiarizes self with and maintains knowledge of equipment and treatment resources within the treatment environment.

RESEARCH

- Supports the generation of new professional knowledge by identifying potential research topics.

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- Participates in approved service projects, clinical studies, research and program evaluation.
- Contributes to the knowledge base of occupational therapy by sharing expertise, knowledge, and practical experience through presentations and publications.

SAFETY

- Maintains responsibility for personal and client safety at all times.
- Contributes to a safe work environment and culture of safety.
- Maintains knowledge of emergency procedures and acts upon them when necessary.
- Reports any hazardous conditions or equipment and takes action to address when appropriate.
- Monitors equipment and supply needs.
- Makes recommendations regarding new and replacement equipment and supplies.
- Adheres to all workplace health and safety regulations, policies and safe work practices.
- Completes all mandatory safety education sessions and re-certifications, e.g. CPR, Workplace Hazardous Materials Information System (WHMIS), Routine Practices.
- Reports any untoward incident to the manager.

OTHER

- Participates in department, facility and/or regional committees as assigned.
- Attends and participates in all departmental or program meetings and in-services.
- May be required to participate in interviews for prospective staff members.
- Where applicable, may be asked to assume responsibility for provision of effective occupational therapy services in the absence of the supervisor/manager.
- May be required to perform other duties and functions related to this job description not exceeding above stated skills and capabilities.

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

INCUMBENT:

DATE:

POSITION TITLE: Social Worker (B.S.W.)

CLASS:

DEPARTMENT: Social Work

UNION:MAHCP

SUPERVISOR'S TITLE: Manager

SUPERVISORY RESPONSIBILITIES: Provides clinical supervision of student social workers or students of other health professions.

EDUCATION:

Bachelor's Degree in Social Work (BSW) from a Canadian Association of Schools of Social Work (CASSW) accredited school/faculty of social work

EXPERIENCE:

2 years experience in health care setting preferred.

OTHER:

Ability to establish and maintain good interpersonal relationships
Must have effective written and verbal communication skills
Must be able to work cooperatively with other disciplines and demonstrate professional judgment and initiative
Willingness to adapt to new concepts, techniques and best practices in the academic and clinical fields of health care
Understanding of health and social welfare systems
Ability to practice independently or with minimum supervision
Good physical and mental health to meet the requirements of the position
Demonstrated strong commitment to the profession of social work and the CASW Code of Ethics and MASW Standards of Practice
Ability to be organized in the workplace and determine clear priorities
Computer literacy

LICENCES, REGISTRATIONS:

Must be registered with Manitoba Institute of Registered Social Workers and a member of Manitoba Association of Social Workers

May be required to have a valid Manitoba driver's license and reliable vehicle

MAIN FUNCTIONS:

Under the direction of the manager of social work the employee is responsible for the following:

1. Provide professional, skilled psychosocial assessment and interventions to individuals, families and groups; provide a range of psychosocial interventions that are aimed at assisting clients, families and groups cope with and adapt to health related issues, using the health care system and other social systems effectively and efficiently; demonstrate leadership in assisting the health care team complete discharge. Relieves co-workers due to illness, vacation, and professional development. (BSW – 90%)
2. Participates as a member of the health care team and interprets social, psychological, emotional and family problems to the team. Maintains excellent working relationships with team members and participates in team planning and problem solving. Performs a variety of administrative functions as required by the department. (10%)

POSITION DUTIES AND RESPONSIBILITIES

DIRECT CLIENT SERVICES

Provides client services based on current literature and research findings, sound psychosocial theory, Canadian Association of Social Work (CASW) Code of Ethics, Manitoba Association of Social Work (MASW) Standards of Practice and keeps updated on social and health resources.

1. Identifies clients requiring social work services through referrals from team members or through case finding and determines priority according to high risk indicators appropriate to the client population.
2. Contracts for social work services with identified clients/family, and obtain consent for additional collateral contacts.
3. Collects data appropriate for bio psychosocial assessment. Use all appropriate sources to gain required pertinent information on client's personal, social and emotional situation. Obtains multiple perspectives and critically evaluates the issues that the client experiences.
4. Prepares a bio psychosocial assessment. Data is organized in a logical and comprehensive manner and is formulated according to existing guidelines. Assessment reflects the application of relevant psychosocial theory and integrates a number of theories.
5. Develops a plan for social work intervention with the client, family, and team designed to improve or resolve issues identified in the assessment. The plan is specific and measurable and is supported by relevant theory.
6. Implements planned interventions that could include crisis intervention; adjustment and supportive clinical interventions; resource management; referral.

7. Evaluates the effectiveness of interventions. Observes and documents the outcome of interventions on the medical record. Analyses the effectiveness of own practice and uses this insight to modify future interventions.
8. Practices independently and consults on a regular basis for complex cases.
9. Ensures the safety and rights of individuals and families in high-risk situations by adhering to legislation, policy, protocol and guidelines.
10. Performs duties on an emergency basis if required.
11. Provides adequate notice to manager and service area prior to an absence and as per policy.
12. Provides direction and leadership in discharge planning and transition to the next level of care for clients and families.
13. Provide consultation to members of facility staff, community agencies and other persons or groups seeking guidance in efforts to work with specific clients and or client problems.
14. Participates on health care teams. Understands the role of social work within a multidisciplinary team, and develops and maintains effective working relationships with team members. Attends rounds, conferences and team meetings; interprets social and family information to team members; ensures client and family are included in team decisions; advocates for client and family when necessary.
15. Charts on the medical record according to hospital guidelines, social work standards and legal requirements. Records are completed in a timely fashion and are factual, legible, attributable and comprehensive.
16. Prepares necessary reports and correspondence as required in appropriate format. Meet deadlines. Sensitive client information is handled with confidentiality and discretion.
17. Participates in program and professional service planning and establishing goals and objectives.
18. Advocate for, assist in developing, or establish resources to meet client needs when gaps in service exist. Identify gaps in service and use understandings of system theories to problem solve; involve appropriate persons within systems to problem solve and act.

EDUCATION

1. Provides orientation and education for colleagues, groups and students associated with other professions, using a primary focus of implications of illness, injuries and psychosocial issues on clients, families and communities, as well as the role and function of social work.

QUALITY

1. Adheres to MASW Standards of Practice and CASW Code of Ethics.
2. Uses research based best-practice information to guide client care.

3. Participates in clinical supervision as agreed upon with manager.
4. Participates in performance appraisals as requested. Carries out critical self-evaluation and sets learning goals on annual basis. Contributes to peer performance appraisals as requested.
5. Provides consultation to peers within area of expertise.
6. Initiates requests for consultation of difficult case situations with manager.
7. Informs manager of political, social, legal sensitive case situations.
8. Identify practice issues that require formation or revisions of policy and/or guidelines.
9. Seeks to improve processes within scope of responsibility.
10. Applies infection control routine practices.
11. Adheres to employer policies.

SAFETY

1. Adheres to all safety and health regulations and policies.
2. May encounter aggressive or agitated persons in course of performing job function.

PROFESSIONAL DEVELOPMENT

1. Maintains clinical competency by taking initiative and responsibility for own professional development. Develops annual learning goals in consultation with social work manager.
2. Applies new information to practice.
3. Completes specified number of hours annually as per MIRSWS requirements.
4. Contributes to the continuing professional education of peers and colleagues.

OTHER

1. Performs other duties related to the job as required, not exceeding the stated skills and capabilities.
2. Complies with workload measurement requirements.
3. Attends staff meetings and social work profession meetings; participates on standing or special committees of the program or profession.
4. Participates in community health and social organizations as related to the interests of clients and the facility, and as agreed upon with the manager, and provides education on topics within social work scope of practice.



DEER LODGE CENTRE

Making lives better

Position Description

CLINICAL PRACTICE NURSE – REGISTERED NURSE

DEPARTMENT	Nursing Services	UNION	PIPSC
SUPERSEDE EFFECTIVE	September 2004 April 2011	LEVEL	Nurse II

POSITION SUMMARY

Directly accountable to the Manager of Patient//Resident Care, the Registered Nurse provides registered nursing services for patient/residents, including those with complex and unpredictable health needs. These services include: independent nursing services, administration of prescribed medical treatments, a leadership role within the health care team, and facilitating coordination of patient/resident care and discharge. May be responsible for directing other nurse, students, health care aides and other support staff in the performance patient/resident care. Collaborates with physicians and professional health staff in the facility and the community.

The Registered Nurse demonstrates a commitment to the Mission, Vision, Values, goals and objectives of the Winnipeg Regional Health Authority and Deer Lodge Centre.

Performs all duties in accordance with established health and safety regulations/guidelines, policies and procedures (e.g. utilizing personal, protective equipment as per safe work procedures). Notifies Manager or designates (i.e. supervisors) of all occurrences, injuries illnesses or safety and health concerns which are likely to harm themselves, their co-workers, or any others who enter the premises.

SUMMARY OF QUALIFICATIONS

Education

- Graduate of an approved Registered Nursing educational program.
- Canadian Nurses Association (CNA) certified nurses preferred.

Occupational Certification

- Responsible to maintain and provide proof of active registration with the College of Registered Nurses of Manitoba.

Experience

- Experience with chronic illness, geriatrics and complex continuing care.

Knowledge

Demonstrates knowledge and support of

- The vision, values, goals, and objectives of the Winnipeg Regional Health Authority and the Deer Lodge Centre.
- The Centre's Mission Statement, Residents Bill of Rights and Code of Conduct.
- Personal Health Information Act (PHIA), Workplace Hazardous Material Information System, (WHMIS) and Principles of Routine Practices (Universal Precautions) and other legislated acts.
- College of Registered Nurses of Manitoba Standards of Practice for Registered Nurses.
- Canadian Nurses Association Code of Ethics for Registered Nurses.
- Scope of practice as documented in the Registered Nurses Act.
- The Centre's policies, procedures, protocols, and guidelines.
- Nursing care knowledge related to geriatrics and complex continuing care.
- Principles of Routine Practices.
- Roles and responsibilities of members of the health care team.
- Principles of delegation.

Abilities and Skills

- Ability to prioritize care for an individual patient/resident or a group of patient/residents.
- Ability to delegate care appropriately and monitor outcomes of delegated care.
- Ability to respond to a variety of simultaneous demands.
- Ability to recognize and pursue self-development opportunities.
- Ability to perform independently and as a member of the health care team.
- Ability to adapt quickly to changing situations.
- Ability to maintain concentration with frequent interruptions.
- Ability to function in a demanding and stressful environment.
- Critical thinking/problem solving skills.
- Effective oral and written communications skills.
- Maintains confidentiality of patient/residents, family member(s) and staff.

STATEMENT OF RESPONSIBILITIES

Patient/Resident Care/Clinical Practice

The registered nurse applies knowledge and judgement to contribute to a patient/resident's achievement of health care goals. The registered nurse provides care that is holistic, compassionate, culturally sensitive and respectful of the individuality of the patient/resident and their support system. The registered nurse is responsible for total patient/resident care but may delegate some aspects of care to other health team members in a staff mix model. The registered nurse provides care to patient/residents and families utilizing the nursing process. This process includes but is not limited to the following:

- Assessment:
 - Completes an initial assessment with patient/residents and families including physical, psychosocial, spiritual, cultural and economic data to identify health needs.
 - Utilizes available data collected by other members of health care team to further identify health needs.

- Performs ongoing assessments to identify changes in patient/residents health status.
- Planning:
 - Plans with patient/residents and families to prioritize care needs based on assessment
 - In collaboration with patient/resident and family, develops goals that promote and maintain high quality of life and independence.
 - Develops individualized plan of care (including discharge plan) incorporating data from a variety of sources in collaboration with other members of the health care team.
 - Coordinates individualized plan of patient/resident care
 - Documents individualized plan of patient/resident care and communicates patient/resident information to enable effective implementation of plan.
 - Identifies learning needs with patient/residents and families.
- Implementation of Care Plan:
 - Organizes work for the efficient deliver of patient/resident care.
 - Performs prescribed interventions (tests, medications, treatments) and independent nursing interventions including activities of daily living and basic nursing care safely and effectively.
 - Delegates care appropriately based on assessment of patient/resident needs and competence/role of care provider and monitors outcomes of delegated care.
 - Documents assessments and patient/resident care provided in the patient/resident chart.
 - Documents and communicates individualized Patient/Resident Care Plan to the patient/resident, family members and staff to enable effective implementation.
 - Provides information to patient/residents, families or groups related to their health care needs
- Evaluation:
 - Evaluates the achievement of health goals with patient/residents and family member(s).
 - Works with patient/resident, family and other members of the health care team to re-evaluate and modify interventions according to changes in health status.
 - Recognizes patient/residents' and family members' needs requiring intervention by other resources, makes referrals, and contacts the appropriate supports.

Leadership

- Accepts responsibility for delegating appropriately and monitor/evaluates delegated activities
- Participates in the coordination of care between members of the health care team to ensure continuity of care.
- Demonstrates the leadership skills required to assume additional responsibilities such as charge nurse.
- Collaborates and problem solves with other health care team members to facilitate patient/resident flow and work processes.

Communication

- Communicates and consults with patient/resident, family member(s) and other members of the health care team the delivery of safe, effective care.
- Documents patient/resident information according to professional/legal guidelines and Centre policy and procedures
- Communicates/documents accurate observations in a timely manner.
- Shares nursing knowledge with patient/residents, family member(s), other members of the health care team, other health care professionals and/or students.
- Demonstrates an awareness of therapeutic nurse-patient relationships i.e. maintains professional boundaries and professional communication.
- Participates in interdisciplinary team activities/rounds.

Decision-making/Accountability

- Uses critical thinking and problem solving skills to make decisions within own scope of practice.
- Acknowledges limitations in knowledge, judgement and skills, takes appropriate action to compensate for limitations (e.g. contacts appropriate health team member or uses policies and procedures) and functions within those limitations.
- Recognizes and reports situations, occurrences, problems or concerns in a timely fashion following appropriate communication channels.
- Uses resources (time, human, supplies, equipment) in a cost effective manner.
- Provides for safety of self and others by adherence to safety guidelines, policies, practices and other applicable legislation.

Professional Responsibility

- Provides care in a professional manner consistent with the Registered Nurses Act, College of Registered Nurses of Manitoba Standards, and Canadian Nurses Association Code of Ethics.
- Reports unsafe practice, professional incompetence, professional misconduct and incapacity or unfitness to practice of any health care team members through appropriate channels.
- Advocates for patient/residents while respecting their right to self-determination.
- Provides constructive feedback to members of the health care team in a timely manner.
- Performs in a manner that reflects the values of trust, compassion and excellence of service in interactions with patient/residents, family member(s), other members of the health care team and the public.

Quality Improvement

- Participates in meetings, committees, councils, teams, etc. to improve patient/resident care, and work environment.
- Supports and participates in the unit's quality improvement initiatives/plan.
- Demonstrates openness to ideas/changes that support quality patient/resident care.

Education and Research

- Maintains and improves clinical expertise through formal and informal education opportunities.
- Assumes responsibility for maintaining competency in own nursing practice.
- Develops own performance improvement plan to enhance area of nursing practice.
- Acts as a resource and role model to other members of the health care team and/or students.
- Participates in educational and research activities.

Other Responsibilities

- Maintains current knowledge of Disaster Plans and appropriate response to Emergency Codes (Emergency Public Address Announcements).
- Performs other related duties as delegated or required as assigned.

POSITION ELEMENTS

Environmental Conditions

- Requires shift work, extended working hours.
- Position involves physical activities such as standing, transferring and transporting patients/residents and equipment.
- May encounter exposure to disease, radiation, toxic materials, noise, allergens, etc.
- May encounter aggressive and/or agitated individuals.

Impact of Error

- Inappropriate/insensitive communication, action or poor judgement may adversely affect patient/resident care, or negatively impact the facility's reputation.
- Non-adherence to facility policies and procedures may cause harm to individuals, equipment or property.

Authority

- Registered nurses have the authority to provide health care that they are competent to provide that care; the care is endorsed in the practice setting and is within the scope of nursing practice as defined by the Registered Nursing Act.

AUTHORIZATION

_____	_____
SENIOR MANAGER	DATE
_____	_____
Human Resources Director	Date