

**Misericordia Health Centre
Position Description**

Position:	Case Manager PRIME	Human Resources Only			
		No.	SAP Job Code	Ann. Hrs.	Union
		C023		2015	MAHCP
Portfolio:	Chief Nursing Officer				

ROLE

PRIME is a community-based health program dedicated to supporting community dwelling 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. There is a strong emphasis on Relationship-based Care and collaborative practice, particularly teamwork and communication.

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 within the related professional scope of practice 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.
- 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).

EDUCATION

- Baccalaureate Degree in a relevant health profession, specifically nursing, occupational therapy, physiotherapy, or social work.
- Requires a valid driver's license and vehicle to carry out job responsibilities.
- Specific training in gerontology considered an asset.
- Must be registered and a member in good standing with the relevant professional regulatory body.
- Certification in Gerontology as relevant to profession (see addendum).
- Successful completion of relevant continuing education in designated clinical area preferred.

EXPERIENCE

- Minimum of one year's recent experience in community-based services required.
- Minimum of two 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 and collaboratively with other disciplines and demonstrate professional judgment and initiative.
- 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 Personal Health Information Act (PHIA), Protection of Persons in Care Act, Workplace Hazardous Material Information System (WHMIS), Principles of Routine Practices (Universal Precautions), and other legislated acts.
- Must have effective written and verbal communication skills.
- Knowledge and skill working with electronic tools such as RAI/MDS and electronic records is preferred.

PHYSICAL

- Physical health to meet the requirements of the position.

OTHER

- Demonstrates knowledge of, and support for, the Centre's core values, philosophy, vision, C.Q.I. goals, policies and procedures.
- Ability to initiate and work independently.
- Ability to plan and implement health promotion programming. Demonstrated ability in inter-professional collaboration, including effective teamwork, communication, and building partnerships.
- Demonstrated computer literacy.
- 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.

GROWTH AND DEVELOPMENT

- Assumes responsibility for ongoing education and participates in professional activities for personal and professional growth.

FUNCTIONS

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.
- Develops a care plan including statements of participant needs, goals, interventions and outcomes.
- Takes responsibility for implementing and coordinating the 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 case load/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 interview of prospective staff members as requested.
- **Leadership**
 - Demonstrates leadership in assisting the interdisciplinary care team complete admission and discharge processes; relieves coworkers 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 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.
 - 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 participant 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.

It is understood that the above mentioned activities are illustrative of those necessary to carry out the main function but do not limit the incumbent from performing other related duties.

Responsible To:	Manager, PRIME Director, Long Term Care Program	Date:	May 2014
Responsible For:		Supercedes:	New

Original with signature in Human Resources

Sharon Stanley
Director, Human Resources

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CLASSIFICATION: Occupational Therapist

Supervisory Responsibilities:

Provides clinical supervision of Rehabilitation 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.

Licenses/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 MHC policy #100.040.004.
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CLASSIFICATION: Social Worker

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.

Licenses/Registrations:

- Must be registered with Manitoba Institute of Registered Social Workers and a member of Manitoba Association of Social Workers.
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CLASSIFICATION: Registered Nurse

Supervisory Responsibilities:

Education:

Graduate of an approved Registered Nursing educational program. ☐ Baccalaureate degree in Nursing from a recognized university. Canadian Nurses Association (CNA) certified nurses preferred.

Licenses/Registrations:

- Responsible to maintain and provide proof of active registration with the College of Registered Nurses of Manitoba.
 - Certification in Gerontological Nursing required, or willingness to obtain it within two years from start of employment.
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CLASSIFICATION: Physiotherapist

Supervisory Responsibilities:

Provides clinical supervision of Rehabilitation Assistants and participates in the clinical supervision of student physiotherapists, rehabilitation assistant students, or students of other health professions.

Education:

Baccalaureate or Clinical Master's Degree in Physiotherapy or approved equivalent required.

Licenses/Registrations:

- Registration is required with the College of Physiotherapists of Manitoba (CPM) 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 CPM during the next available exam offering.
 - 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 MHC Policy #100.040.004.
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