 <b>NORTHERN</b> HEALTH REGION	<i>Job Description</i>					
	<b>Site:</b>	The Pas / Flin Flon/ Thompson				
	<b>Department:</b>	Continuing Care				
	<b>Reports to:</b>	Manager Home Care				
	<b>Code #:</b>	JD-13-250	<b>Employee Group:</b>	MAHCP	<b>WS#: (FAC)</b>	NA
	<b>Issue Date:</b>	January 2014		<b>Last Edit Date:</b>	September 4, 2018	
	<b>Job Title:</b>	<b>Restorative Care Coordinator</b>				

<b>Summary:</b>	<p>The Restorative Care Coordinator (RCC) is an integral member of a multi-disciplinary team and works to support the Mission, Vision, Values, and Strategic Directions. Promotes the philosophy of Restorative Care within the Home Care Department and functions from a Client Safety perspective. Coordinates the delivery of a broad range of professional and paraprofessional services based on the Home Care Program guidelines.</p> <p>The incumbent must fulfill the requirements of the Criminal Records/ Vulnerable Person, Child Abuse Registry check and Adult Abuse Registry check, and adhere to all Northern Health Region policies and procedures.</p>
<b>Competencies / Requirements:</b>	
<b>Degrees, Certificates and Licenses:</b>	<ul style="list-style-type: none"> <li>• Degree in related field to the position or equivalent</li> <li>• Active practicing registration and membership with the applicable professional organization.</li> <li>• Current LEAP training or willing to obtain same at the next available training opportunity</li> <li>• Valid Class V driver's license, access to a vehicle, and willingness to travel the Region year round</li> <li>• PIECES or willing to obtain same at the next available training opportunity</li> <li>• Safe Moving and Lifting or willing to obtain same at the next available training opportunity</li> <li>• Violence Prevention or willing to obtain same at the next available training opportunity</li> </ul>
<b>Knowledge:</b>	<ul style="list-style-type: none"> <li>• Working knowledge of Windows based programs (Microsoft Word, Excel, Outlook) and Internet</li> <li>• Knowledge of Home Care, Long Term Care, and Palliative Care</li> <li>• Knowledge of the care needs of the elderly, chronically ill and terminally ill client</li> <li>• Knowledge and familiarity with Northern health issues, culture, and population to be served</li> <li>• Knowledge of cultural diversity in Northern Manitoba</li> <li>• Three years of the last 5 years direct related experience</li> </ul>
<b>Skills:</b>	<ul style="list-style-type: none"> <li>• Effective written and verbal communication skills</li> <li>• Ability to speak Cree an asset</li> <li>• Demonstrates interpersonal skills through clear communication and positive behavior</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to respect and promote a culturally diverse population</li> <li>• Ability to work effectively in a multi-disciplinary team</li> <li>• Good organizational skills and the ability to work independently</li> <li>• Demonstrates flexibility and creativity, accepting, and adjusting to change</li> <li>• Physical and mental health enabling one to meet the work demands</li> </ul>
<b>Duties:</b>	<ol style="list-style-type: none"> <li>1. Advocates on behalf of the Northern Health Region as a whole</li> <li>2. Promotes safety and health in the workplace</li> <li>3. Contributes to a culture of client and staff safety</li> <li>4. Case Management</li> <li>5. Develops and supports a Restorative Care Approach</li> <li>6. Ensures effective communication within the department and the organization</li> <li>7. Ensures Continuous Quality Improvement</li> <li>8. Demonstrates professionalism within the Code of Conduct</li> <li>9. Demonstrates Leadership Qualities</li> <li>10. Ability to recognize and pursue self-development opportunities</li> <li>11. Assists with training new staff as required</li> </ol>
<b>Working Conditions:</b>	<ul style="list-style-type: none"> <li>• Manual dexterity required to use desktop computer and peripherals</li> <li>• Frequent interruptions</li> <li>• Work in community settings, client homes/ seniors complexes</li> <li>• Travel, including gravel and winter roads and, where applicable, by small plane, within the Region year round</li> <li>• Schedule will include evenings, weekends,</li> <li>• Ability to work in an environment that is conducive to pets and scents/fragrances</li> </ul>
<b>Decision Making:</b>	<ul style="list-style-type: none"> <li>• Non-routine problems with service delivery, e.g. resource availability or suitability</li> <li>• Conflict resolution</li> <li>• Complaint handling</li> <li>• Issues r/t the administration of the Collective Agreement</li> <li>• Human Resource issues</li> <li>• Challenging/ complex clients/ families</li> </ul>
<b>Key Working Relationships:</b>	<ul style="list-style-type: none"> <li>• Manager</li> <li>• All staff that supports client care</li> <li>• Allied Health (Social Work, Occupational Therapy, Physiotherapy)</li> <li>• Home Care Team</li> <li>• Physicians/ Nurse Practitioners</li> <li>• Clients and Families</li> <li>• External Agencies/ Organizations</li> <li>• Director Continuing Care</li> <li>• VP Clinical Services and Interprofessional Practice and Chief Nursing Officer</li> <li>• General Public</li> </ul>
<b>Direct Reports:</b>	<ul style="list-style-type: none"> <li>• None</li> <li>• May be involved in preceptorship of students</li> </ul>

***It is understood that the duties and responsibilities contained in this job description are representative of those necessary to carry out the functions of the position, however they do not limit the incumbent from performing other related duties.***

Approved By:

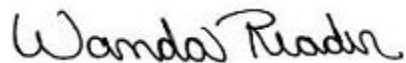


\_\_\_\_\_  
VP, Director or Manager

September 17, 2018

\_\_\_\_\_  
Date

Reviewed by Human Resources:



\_\_\_\_\_  
VP Human Resources & Chief HR Officer

September 20, 2018

\_\_\_\_\_  
Date



# JOB DUTY ACTIVITIES FOR

## RESTORATIVE CARE COORDINATOR

### JD-13-250

Job Duties from Job Description	Performance Measures
1. Advocates on behalf of the Northern Health Region as a whole	1.1 Promotes the mission, vision, values and goal of the NHR 1.2 Maintains confidentiality in accordance with the Personal Health information Act (PHIA), Freedom of Information and Privacy Protection Act (FIPPA), NHR policies, and any other applicable legislation 1.3 Adheres to all NHR policies 1.4 Maintains acceptable state of health in accordance with the Attendance Support & Assistance Program (ASAP)
2. Promotes safety and health in the workplace	2.1 Takes care to protect own health and safety 2.2 Takes all precautions necessary to protect the safety and health of other workers 2.3 Understands and follows legislation and workplace safety and health requirements 2.4 Reports incidents and unsafe acts and hazards 2.5 Cooperates with Workplace Safety and Health Committee and Employer on safety and health issues 2.6 Complies with the Respectful Workplace Policy
3. Contributes to a culture of client and staff safety	3.1 Commits to client safety as a key professional value and an essential component of daily practice 3.2 Uses appropriate protective clothing/equipment 3.3 Integrates client and staff safety practices into daily activities 3.4 Understands client safety practices that reduce the risk of adverse events such as infection control, injury prevention, safe administration of medication, and risk awareness 3.5 Recognizes, responds and reports adverse events and near misses
4. Case Management	4.1 Meets with new referrals to determine client/ family care needs 4.2 Arranges for required services within program guidelines 4.3 Reassesses and evaluates client care plans to determine if goals are being met 4.4 Works with other members of the multidisciplinary team to fill-in gaps in care plan as required 4.5 Participates in discharge planning meetings with acute care staff and multidisciplinary team 4.6 Participates in regular Case Conferences with appropriate partners 4.7 Acts as an advocate for clients, families and community to ensure quality care 4.8 Works with other disciplines to enhance existing resources for defined client populations 4.9 Promotes research and integrates current best practice research into program activities and policy

## JOB DUTY ACTIVITIES FOR

### RESTORATIVE CARE COORDINATOR

JD-13-220

	<p>4.10 Recognizes the clients' right to personal beliefs, attitudes, feelings and values about health and self-determination</p> <p>4.11 Determines eligibility and assesses the need for care at home or in another setting</p> <p>4.12 Coordinates the delivery of a broad range of professional and paraprofessional services based on Home Care and provincial policies and procedures</p> <p>4.13 Assists clients, families and care providers in problem solving and accessing resources</p> <p>4.14 Establishes and maintains liaisons with local and regional health care services and community resources</p> <p>4.15 Assists with the development of an active plan of care, including coordination and planning interventions in the delivery of care to meet the needs of the client</p> <p>4.16 Using clinical assessment skills and clinical resource tools to perform clinical assessment on clients as required</p> <p>4.17 Responsible for the Assessment and Placement application and reassessment process</p>
5. Develops and supports a Restorative Care Approach	<p>5.1 Uses a restorative care approach when developing the client/ family care plan</p> <p>5.2 Participates in educating Direct Service Workers, Clients and families to the restorative care model</p> <p>5.3 Demonstrates an understanding of the provincial Long Term and Continuing Care Strategy and how the RCC role fits into these provincial goals and initiatives</p> <p>5.4 Advocates for clients/ families using restorative care and family centered care approaches</p>
6. Ensures effective communication within the department and the organization	<p>6.1 Communicates and consults with the Manger/Supervisor/Director</p> <p>6.2 Ensures communication and responses to inquiries are addressed in a timely and effective manner</p> <p>6.3 Follows up on all client/family/staff complaints in a timely manner and with a customer service attitude</p>
7. Ensures Continuous Quality Improvement	<p>7.1 Participates in Accreditation process and committee activities</p> <p>7.2 Performs in a manner that minimizes risk and exposure to personal and/or corporate liability</p> <p>7.3 Embraces LEAN methodology</p> <p>7.4 Collects and submits provincial and regional statistics as required</p> <p>7.5 Participates in program planning and policy-development</p>
8. Demonstrates professionalism within the Code of Conduct	<p>8.1 Demonstrates the ability to accept and adjust to change</p> <p>8.2 Assumes responsibility for own actions</p> <p>8.3 Exhibits initiative in the work environment</p> <p>8.4 Appears professionally as described in the NHR and department dress code policies</p> <p>8.5 Reports for work as scheduled in a prompt manner</p>



# JOB DUTY ACTIVITIES FOR

## RESTORATIVE CARE COORDINATOR

### JD-13-220

9. Demonstrates Leadership Qualities	9.1 Demonstrates leadership competencies as outlined in the NHR Leadership Competency Framework 9.2 Leadership Competency Self-Assessment – Leading in Place- In scope
10. Ability to recognize and pursue self-development opportunities	10.1 Reviews and keeps up to date with policies and procedures of the NHR 10.2 Completes Absorb mandatory courses as required 10.3 Attends required staff training sessions, in-service programs, or seminars as required 10.4 Maintains and updates skills and certification(s) as required 10.5 Maintains knowledge of new developments in departmental areas through journal review, interest groups, lectures and committee work 10.6 Attends schedules staff meetings and any other required meetings 10.7 Uses self-evaluation, new learning, and evidence in professional development 10.8 Demonstrates commitment to continuing competence
11. Assists with training new staff as required	11.1 Participates in orientation of new staff as necessary 11.2 Provides guidance to students as required