



WINNIPEG REGIONAL HEALTH AUTHORITY POSITION DESCRIPTION (Non-Management)

DATE: Oct 7 2008

POSITION TITLE: Case Management Specialist

JOB CODE: 30001246

(previously **Health Social Development Specialist**)

UNION: MAHCP

DEPARTMENT: HOME CARE – PROGRAM SUPPORT/STAFF DEVELOPMENT

SUPERVISOR'S TITLE: Team Manager, Program Support/Staff Development

SUPERVISORY RESPONSIBILITIES: None

EDUCATION:

Bachelor Degree in Nursing, Social Work, Human Ecology or Medical Rehabilitation is required.

EXPERIENCE:

Minimum of 5 years community experience, preferably in Community Care and Case Management, is required. Previous experience in teaching, education and program development and evaluation is preferred.

LICENCES, REGISTRATIONS:

Current practicing status with the respective professional organization, if applicable.

SKILLS AND ABILITIES:

- Case Management – expertise in Case Management principles and the ability to integrate these into staff roles
- Communication – oral, written and interpersonal communication which are vertical, horizontal, network verbal, written/electronic across all staff designations and roles
- Interpersonal – understanding of adult learning and working styles to support capacity building of individuals, collective staffing and encompassing teambuilding
- Information Technology – understanding of the impact of technology on the system and knowledge of Microsoft office and an automated client file preferred
- Analytical – ability to collect and utilize statistical information for needs assessment, gap analysis, root cause, monitoring and evaluation
- Adaptability – organization, time management and prioritization response to a dynamic and complex environment, which requires multi tasking, while working independently with minimum supervision

- Change Management – understanding the effects of change on the system
- Stress Management – ability to handle stress

MAIN FUNCTION:

Under the supervision of the Team Manager, the incumbent is responsible for applying professional knowledge and expertise in the assessment, planning, implementation and evaluation of supports to staff and the Home Care program including:

1. **Education:** providing orientation, education and training to Case Coordinators (90%) as well as other staff across a variety of classifications within the Home Care Program.
2. **System and Process Change Management:** participation or lead on a number of committees responsible for reviewing, developing or modifying, implementing and evaluating: processes, policies, procedures, best practice guidelines, educational/training programs, training manuals, etc.
3. **Consultation and Program Support:** providing ongoing consultation to, primarily the Case Coordinators, but in addition, to other staff and Team Managers throughout the Home Care Program.
4. **Project Management**
5. **Quality Management**

POSITION DUTIES AND RESPONSIBILITIES:

1. EDUCATION

Orientation

- Coordinates and delivers orientation for Hospital Home Care and Community Staff
- Trains/supports new staff with respect to the computerized set of tools utilized by the Home Care Program including screening, assessment, care planning, implementation and evaluation tools
- Researches, develops and maintains tools and materials to facilitate staff orientation
- Evaluates orientation process including materials, process and presentation

Staff Development

- Conducts individual and collective educational needs assessments

- Forecasts and identifies educational needs through supporting documentation (e.g. MDS reports, program goals and objectives, CCHSA Standards, complaints and occurrence management and client demographics)
- Establishes individual and collective staff's short and long range learning goals and objectives
- Researches and facilitates the distribution of resource material
- Facilitates learning through adult education principles, knowledge of learning styles, in a variety of settings
- Researches, develops, and delivers staff development training opportunities with respect to case management skills, program guidelines, new program/WRHA initiatives, resources and computerized tools
- Evaluates achievement towards learning objectives with staff, managers and/or directors

2. SYSTEM AND PROCESS CHANGE MANAGEMENT

Participates as a member or lead on a variety of committees and:

- Focuses on the organization's strategic objectives while problem solving and improving individual and organization performance through the application of systematic and measurable processes
- Reviews key processes that add value to the client, staff and are critical for program success
- Recommends and drafts policies and procedures for Program Directors
- Develops 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 initiatives and evaluates the impact of change on key performance indicators
- Fosters a workplace environment that is conducive to creativity, flexibility, innovation and continued learning and organizational improvement

3. CONSULTATION AND PARTNERSHIP SUPPORT

- Provides on-going information and feedback to enable and empower Case Coordinators
- Provides information and feedback at Program Managers' Meetings
- Provides consultation and support across Programs within the organization as requested
- Provides consultation to all staff regarding the interpretation of policy and the delivery of the Home Care Program
- Works with individual Case Coordinators and their Program Manager to provide support with respect to meeting program standards
- Provides appropriate, effective, and timely communication to stakeholders regarding initiatives and projects
- Establishes and maintains ongoing partnerships with Manitoba Health and external agencies
- Maintains inter-provincial interRai Users' Group
- Coordinates sharing of information and documentation with Home Care programs across Canada

4. PROJECT MANAGEMENT

- Develops and implements projects aimed at improving the continuum of care through enhanced partnerships
- Manages multiple projects and facilitates timely execution
- Monitors and reports to the Directors on progress
- Analyzes and evaluates project outcomes as they impact on the system as a whole and provides recommendations on broad usage

5. QUALITY MANAGEMENT

- Establishes a performance measurement process to identify, monitor and analyze program activities
- Determines information to be measured i.e. quality, accuracy, over-cost, compliance, etc.

- Designs data collection tools and methodology and gathers data that is complete, accurate and reliable
- Interprets and presents summary data to stake holders, establishes ongoing quality improvement cycle
- Initiates and implements Best Practice as it related to the organization's strategic objectives