



WINNIPEG REGIONAL HEALTH AUTHORITY SUPERVISORY/MANAGERIAL POSITION DESCRIPTION

INCUMBENT:

DATE: August 23, 2021

I. POSITION IDENTIFIERS:

CLASS/JOB #: 30005458

UNION: MGEU

POSITION TITLE: Clinical Team Leader – Long Term Care Access Centre

PROGRAM/DEPARTMENT: Continuing Care

LOCATION: Long Term Care Access Centre

REPORTS TO: Manager – Complex Care

II. QUALIFICATIONS REQUIRED FOR THIS POSITION

EDUCATION:

- Entry-to-practice degree in a health-related discipline
- Graduated degree at the master's level in a related health or health management field preferred

EXPERIENCE/SKILLS:

- Minimum of four years related clinical experience in continuing care or community health, with experience in the provision of services required.
- Comprehensive knowledge of long-term care (LTC) and personal care homes (PCH), panel process, application assessments, and patient flow.
- Experience working in an acute care environment is preferred.
- Previous supervisory experience preferred.
- Ability to work independently with an interdisciplinary, intersectoral and intrasectoral context.
- Demonstrated experience in working with multi-sectoral partnerships: in developing and maintain excellent working relationships with a broad range of individuals and organizations, including the ability to facilitate, collaborate and resolve conflict
- Knowledge of Case Management principles and the ability to integrate these into staff roles.
- Communication skills are essential including oral, written, interpersonal, vertical, horizontal, network verbal, written/electronic and across all staff designations and roles.
- Knowledge and understanding of adult learning and working styles to support capacity building of individuals, collective staffing and encompassing teambuilding preferred.
- Strong working knowledge of Microsoft Office (specifically Word, Excel, PowerPoint, Teams) and automated client files and an understanding of the impact of technology on the system required.
- Experience collecting and utilizing statistical information for needs assessment, gap analysis, root cause, monitoring and evaluation.

- Organization, time management, and prioritization skills are required to respond to a dynamic and complex environment requiring the ability to multi-task while working independently with minimum supervision.
- Knowledge of Change Management and the effects of change on the system

LICENCES, DEGREES, REGISTRATIONS:

- Eligibility for registration in the area of professional expertise.
- Must be able to physically access and work in a variety of community environments
- Valid driver's license and access to a vehicle.
- Subject to a criminal records check

III. PLEASE PROVIDE A "SERVICE" OVERVIEW OF YOUR PROGRAM/DEPARTMENT AND OF YOUR SPECIFIC AREA.

Within the Winnipeg Health Region, there are over 5,700 people who live and receive care and health services in long term care facilities.

The WRHA Long Term Care team is an interdisciplinary team of individuals who work with Long Term Care facilities to provide a continuum of clinical services designed to support the needs of people living with chronic health problems that affect their ability to perform daily activity. Although caring for the elderly is the main area of focus the team provides care and services for individuals across the entire age spectrum.

The team provides content expertise, evidence-informed recommendations/guidelines, and initiatives designed to sustain and improve the quality and consistency of care provided throughout Winnipeg's 39 long term care facilities

Purpose:

- To advance the delivery of care and services in LTC through innovation, research, public engagement and collaboration among our partners and service providers.
- To coordinate, support and ensure consistency in the delivery of high-quality long-term care services in a dignified, respectful and equitable manner to those requiring the service across all PCHs located within the WRHA.
- To support Winnipeg PCHs in the planning, delivery, monitoring and evaluating of safe, high quality, efficient, and effective Long-Term Care services.
- To assist, support and inform members of the public about the access to LTC including demand, capacity and applicable wait times with the ultimate goal of enhancing the resident and caregiver experience.

The Long-Term Care Access Centre (LTCAC):

- Maintains the waitlist for all of the personal care homes in Winnipeg.
- Maintains a daily list of all personal care home vacancies in Winnipeg.
- Liaises with the personal care homes, hospitals and Community Case Coordinators to ensure timely access to appropriate placement within Long Term Care.
- Schedules panel to determine client's eligibility for Long Term Care programs.
- Processes admission review and outcome forms and negotiates complex placements.

IV. MAIN FUNCTION:

Under the general supervision of the Manager, Complex Care the incumbent is responsible for overseeing the day to day operations of the Long-Term Care Access Centre (LTCAC) including:

1. Clinical Leadership and Coordination
2. Clinical
3. Clinical Supervision and Collaboration
4. Long Term Care Placement and Flow
5. Education and Staff Development
6. System and Process Change Management
7. Project Management
8. Consultation and Partnership Support
9. Quality Management

V. MAJOR RESPONSIBILITIES:

1. CLINICAL LEADERSHIP AND COORDINATION:

- coordinates the day to day operations of the LTCAC
- assess, prioritizes and delegates workload based on the service needs within the LTCAC
- provides clinical leadership and expertise in the assessment and placement of clients
- facilitates cooperative ventures with other service providers and agencies across the health care continuum to ensure efficient and interdisciplinary client care
- ensures all practice is consistent with relevant legislation, professional standards, policies and clinical practice guidelines of the WRHA
- identifies potential risks and develops plans to mitigate or minimize the risks.
- assists staff with the development and documentation of procedures and standards and implementation of risk management initiatives
- participates in strategic and program planning processes as required
- implements regional continuing care initiatives at the LTCAC
- ensures that client complaints and suggestions are addressed and promptly responds to problems and concerns related to assessment and placement

2. CLINICAL

- maintains current case management and assessment skills
- provides ongoing mentorship to new and existing staff
- ability to conduct assessments for complex cases
- ability to provide support to the LTCAC team as needed

3. CLINICAL SUPERVISION AND COLLABORATION

- provides supervision and leadership to Access Coordinators and Community Navigators within the LTCAC, while promoting a collaborative, engaged, and motivated team
- the initial point of contact to assist in resolving complex problems
- notifies and escalates issues to the Manager regarding LTCAC functions and performance management

4. LONG TERM CARE PLACEMENT AND FLOW

- monitors and facilitates the flow of clients through the LTC continuum
- expedites the effective and efficient movement of paneled clients from the community and acute care into LTC promptly
- ensures the required daily targets are met as closely as possible

- maintains a systematic review and assessment of LTC bed availability
- ensures appropriate client assignment based on clinical need, working with other service providers to optimize bed utilization

5. EDUCATION AND STAFF DEVELOPMENT

- coordinates and facilitates orientation to Access Coordinators, LTCAC, Home Care and other WRHA departments upon request
- trains and supports new staff concerning assessment, care planning, implementation and evaluation tools and demonstrating work practices
- researches, develops and maintains tools and materials to facilitate staff orientation.
- evaluates orientation process including materials, process and presentation
- establishes linkages with educational institutions.
- conducts individual and collective educational needs assessments
- forecasts and identifies educational needs through supporting documentation i.e. MDS reports, program goals and objectives, CCHSA Standards, complaints and occurrence management and client demographics
- establishes individual and collective staff group short and long-range learning goals and objectives
- researches, develops 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 completing assessments, case management, WRHA initiatives.
- evaluates achievement towards learning objectives with staff, Managers and/or Senior Management.

6. SYSTEM AND PROCESS CHANGE MANAGEMENT

- focuses on the Program's strategic objectives while problem-solving and improving individual and organization performance through the application of systematic and measurable processes.
- acts as the lead resource to support process improvements and new initiatives specific to the LTCAC
- supervises and supports the LTCAC team when engaging in multiple initiatives
- assists with planning organizational requirements and execution of projects
- prepares regular reports regarding program evaluations, the status of program objectives, necessary revisions and recommendations.
- reviews key processes that add value to the client, staff and are critical for Program success
- recommends and draft policies and procedures upon request
- 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

7. PROJECT MANAGEMENT

- develops and implements projects aimed at improving the continuum of care through enhanced partnerships
- participates in various committees/teams to facilitate initiatives, as directed.

- manages multiple projects and facilitates timely execution
- monitor and reports progress to the Manager, Complex Care on an ongoing basis.
- analyzes and evaluate project outcomes as they impact the system as a whole and provide recommendations on broad usage

8. CONSULTATION AND PARTNERSHIP SUPPORT

- provides ongoing information and feedback to enable and empower Access Coordinators
- provides information and feedback to the LTC Program.
- 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 LTCAC Program
- provides appropriate, effective, and timely communication to stakeholders regarding initiatives and projects
- establishes and maintains ongoing partnerships with stakeholders.
- maintains contact with other service delivery organizations in Manitoba and across Canada concerning access to LTC.

9. QUALITY MANAGEMENT

- establishes a performance measurement process to identify, monitor and analyze program activities
- audits caseloads to monitor quality and consistency.
- determines information to be measured i.e. quality, accuracy, over-cost, compliance, etc.
- designs data collection tools and methodology and gather data that is complete, accurate and reliable
- interprets and present summary data to stakeholders, establish ongoing quality improvement cycle
- initiates and implement Best Practice as it relates to the organization's strategic objectives

Other

- adheres to all safety and health regulations and safe work practices.
- may be required to perform other duties and functions related to this job description not exceeding the above-stated skills and capabilities
- Participates in the development and achievement of the LTCAC goals and objectives.
- Demonstrates a commitment to professional development and lifelong learning.
- Evaluates own performance on an ongoing basis.
- Maintains confidentiality at all times.