



WINNIPEG REGIONAL HEALTH AUTHORITY POSITION DESCRIPTION (Non-Management)

DATE: July 6, 2016

POSITION TITLE: Program Consultant, Home Care
Equipment, Supplies and Wheelchair Services

SAP JOB CODE: 30000186

UNION: MAHCP

DEPARTMENT: Home Care Program

SUPERVISOR'S TITLE: Director, Home Care Program (or designate as assigned by Director)

SUPERVISION RECEIVED: The incumbent is expected to problem solve and make decisions independently in area of responsibility and determine eligibility/ineligibility of client for approved equipment and supplies. Matters which deviate from existing policy or guidelines; that conflict with work priorities; have suspected/potential legal or political implications; and/or possibly lead to complaints or ministerial inquiries may necessitate consultation with management.

SUPERVISORY RESPONSIBILITIES: None

EDUCATION:

- Baccalaureate degree in health-related discipline.
- Occupational Therapy qualifications preferred.
- Entry-to-practice academic credential in relevant accredited Canadian university program or the approved equivalent if internationally educated as determined by incumbent's respective Manitoba College/Association.

EXPERIENCE:

- Recent and relevant clinical experience preferred.
- Minimum of two years' experience in area(s) related to Program Consultant role;
- Community experience preferred.
- Expertise in clinical assessment and recommendations for client wheelchairs, seating, equipment and supplies to promote client function and client/staff safety is an asset.
- Experience in determining program eligibility and explaining policies and guidelines to diverse client and staff groups.
- Experience in budget preparation is an asset.
- Knowledge of health conditions in relation to provision of equipment and supplies.

- Comprehensive knowledge of wheelchair and seating components, medical equipment/supplies and resources available to clients.
- Must have effective written and verbal communication skills.
- Ability to work collaboratively with other healthcare providers/disciplines.
- Demonstrated organizational, interpersonal, interprofessional, professional judgment, critical thinking, clinical reasoning, conflict resolution and decision-making skills.
- Knowledge and understanding of evidence-based/informed practice.
- Ability to perform both independently and within a team.
- Ability to prioritize, take initiative and work under pressure with strict timelines in a high-volume production environment.
- Proficiency in MS Office software applications including but not limited to MS Word, Excel, PowerPoint, Outlook, Access, as well as TMM, Procura and SAP.

OTHER:

- Knowledge of *The Freedom of Information and Protection of Privacy Act* (FIPPA);
- Knowledge of *The Personal Health Information Act* (PHIA).
- Knowledge of Manitoba Health Policies including: Equipment and Supplies; Equipment Policy; Manitoba Wheelchair Program (manual and power); Ostomy Program; and, Manitoba Home Nutrition Program.
- Recent and relevant continuing professional education completed in clinical area preferred.

PHYSICAL DEMANDS AND WORKING CONDITIONS:

- 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 and occasional weekends.

LICENCES, REGISTRATIONS:

- Responsible for maintaining and providing proof of active registration with the appropriate registering body.

MAIN FUNCTION:

Reporting to the Home Care Program Director or designate, the Program Consultant provides consultation, review, analysis, interpretation and support to the Winnipeg Regional Health Authority (WRHA) Home Care Management in the areas of program/policy issues relating to Society for Manitobans Wheelchair Program and Home Care Program equipment and supplies. The Program Consultant makes recommendations for program development; drafts and reviews policies, guidelines and directives; interprets and explains policies and guidelines governing the role; assesses the impact of policy and guideline decisions; contributes to the development and oversight of contracts; and provides expertise and consultation support to the management and direct service staff of the WRHA and external agencies. The Program Consultant has direct responsibility to render decisions and authorization of select equipment and supplies, and to approve expenditures related to equipment and supplies supported by Home Care guidelines and MB Health Policy. Collaborates with WRHA Logistics Services, healthcare providers and keeps stakeholders apprised of decisions impacting their roles and responsibilities. The position responds to client, family, staff and stakeholder inquiries related to the status and decisions regarding wheelchairs, equipment and supplies.

ILLUSTRATIVE EXAMPLES OF POSITION'S ACTIVITIES:

PROGRAM AND POLICY DEVELOPMENT AND ANALYSIS:

- Provides consultation and analysis on policy/program development, considers implications and develops options/ recommendations consistent with WRHA policy and goals.
- Provides consultation to specific WRHA and Home Care programs e.g. Enterostomal Program, Manitoba Home Nutrition and Society for Manitobans Wheelchair Services.
- Assists the Director in the development and delivery of programs within established program mandate and budget constraints.
- Provides interpretation/clarification/direction to WRHA staff regarding program/policy issues.
- Member, including but not limited to: Home Care Program Safe Client Handling Committee, Manitoba Home Care Supplies and Medical Equipment Product Review Evaluation and Standardization (PRES) Committee; Home Care Program Leadership Council as Co-Lead of the Equipment and Supplies Council, WRHA Wheelchair Program Committee.
- Assists in development and implementation of standards and outcomes in consultation with Logistics Services.
- Identifies service gaps to develop new and/or improved services and ensure Program needs are met.
- Makes recommendations re: new and replacement equipment and supplies to support client care in the community.
- Keeps Program apprised of current pressures on existing equipment and supplies, trends in technological advancement in the field of equipment and supplies, user update, consumer satisfaction, contracted services and issues that may suggest the need for change, regional training, planning and budgeting.
- Provides financial and trend analysis.
- Contributes to the development and maintenance of contracts including but not limited to SMD Wheelchair Services, ArjoHuntleigh and HomEquip.
- Leads and coordinates project development and implementation (e.g., develop a mechanism/procedure to evaluate and trial medical equipment and supplies).
- Provides consultation, identifies implications and provides options and recommendations on project proposals (e.g., Wheelchair Service Program).

OPERATIONS:

- Reviews, assesses and applies existing Home Care guidelines and MB Health policies to render decisions and/or authorize equipment and supply requests for the Home Care program.
- Reviews information including medical and functional limitations, personal information and other documentation to determine equipment and medical supply eligibility.
- Follows up with clients or staff if any documentation or other requirements are missing.
- Reviews, makes recommendations and completes complex negotiations with other departments, regional health authorities and external agencies to determine cost sharing or transfers agreements where multiple programs have funding responsibilities for the client (e.g. other RHAs, Family Services).
- Prioritizes requests when equipment wait lists exist.

- Uses discretion and clinical judgment in decision making to the extent that is permitted within guidelines and policies.
- Applies leadership to support collaborative practice including shared decision-making and accountability for one's own actions.

MONITORING

- Monitors equipment and supply needs.
- Assists in developing, implementing and maintaining reporting systems appropriate for monitoring service delivery.
- Assesses program requirements and recommends changes or adjustments to the Home Care Program Director.
- Monitors compliance with policy and procedures, cost and trend analysis for special programs e.g. therapeutic sleep surfaces.
- Develops and implements processes that target optimal equipment retrieval and Program cost reductions.

EXPERT/CONSULTATION SUPPORT/EDUCATION:

- Assumes a leadership role in sharing expertise and knowledge related to home care equipment and supplies.
- Provides consultation/support to Home Care Management, other WRHA departments and external agencies.
- Provides education/presentations to staff on new products and equipment.
- Assists staff in problem solving issues related to supplies and equipment.
- Participates in the orientation of new staff.
- Participates in the development of client information material.
- Participates in academic programs (e.g. University of Manitoba, etc.) as appropriate.

COMMUNICATION:

- Liaises with members of the business community, external agencies and organized groups (e.g. Society of Manitobans with Disabilities (SMD), Community Therapy Services (CTS), and Material Distribution Agency (MDA)).
- Liaises with private retailers/vendors regarding evaluation and provision of medical supplies and equipment in conjunction with the Manitoba Home Care mandate and funding and in consultation with Logistics Services.
- Gathers/prepares required information and responds to ministerial inquiries related to home care equipment and supplies e.g.: ministerial letters, briefing notes.
- Collaborates with WRHA Logistics Services; Home Care staff including Team Managers, Case Coordinators, Resource Coordinators, Nurses; other stakeholders such as community and hospital-based Occupational Therapists and Physiotherapists and with external agencies.
- Provides information, interpretation and clarification to the public, WRHA programs and advocacy groups.
- Adheres to professional standards for documentation of client and staff communication.
- Maintains effective communication both formally and informally with other members of the team as it relates to the provision of clinical services.
- Communicates in a respectful, responsive, and responsible person-centered manner.
- Engages self and the client/family/community in a positive manner to constructively address disagreements as they arise.

- Engages in relationships with care, dignity and respect regardless of race, ethnicity, culture, ability or language proficiency.

BUDGET

- Analyzes annual requirements for manual and power wheelchairs, accessories and repair parts.
- Monitors expenditures through various financial and statistical data.
- Prepares quarterly and annual program estimates through assessment of program requirements and of various reports and statistics in collaboration with Logistics Services.
- Assists in development and implementation of procedures to monitor home care equipment and supplies and control expenditures.
- Authorizes expenditures for the SMD Wheelchair Services with pre-determined guidelines and financial authorities.
- Establishes and maintains control systems relating to operational activities (e.g. medical supplies and equipment usage and finance, SMD wheelchair program).

QUALITY

- Seeks to improve processes within scope of responsibility.
- Participates in program and regional quality improvement activities and maintains quality improvement in all aspects of the Program Consultant role.
- Understands and complies with all relevant regional and program policies, procedures and standards e.g. industry relations, conflict of interest.
- Participates in the development/implementation/evaluation of written processes and guidelines, order forms, etc.
- Reports issues of competency to Home Care Director or designate.

PROFESSIONAL DEVELOPMENT

- Maintains and updates professional skills and knowledge base through self-examination and the integration of new and existing evidence 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 opportunities.
- Participates in intra and interdisciplinary rounds, clinics, conferences and lectures appropriate for the implementation and improvement of the Program Consultant role.
- Demonstrates personal growth and development in the areas of clinical reasoning and use of evidence informed and evidence-based practice.

RESEARCH

- Conducts cross-jurisdictional research and information gathering to determine trends and best practices.
- Responds to surveys and inquiries from researchers and other jurisdictions requesting information regarding home care equipment and supplies policies, product information, usage, trends and financial costs.
- Supports new professional knowledge by identifying possible research topics.
- Participates in approved service projects, research and program evaluation.
- Contributes to the knowledge base of the relevant professional body by sharing expertise, knowledge, and practical experience through presentations and publications.

SAFETY (ONGOING)

- Maintains responsibility for personal 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 hazardous conditions or equipment and takes action to address when appropriate.
- Adheres to all workplace health and safety regulations, policies and safe work practices.
- Completes all mandatory safety education sessions and re-certifications, e.g. Workplace Hazardous Materials Information System (WHMIS), Routine Practices.
- Reports any untoward incident to the Director or designate.

OTHER

- Participates in program, facility and/or regional committees as assigned.
- May be required to perform other duties and functions related to this job description not exceeding above stated skills and capabilities.