



thebethanygroup.ca

OPPORTUNITY PROFILE

Resident Care Manager

Rosehaven Provincial Program and Memory Lane DSL 4 Dementia

Location: Camrose, Alberta

ABOUT THE BETHANY GROUP

The Bethany Group, a non-profit charitable organization, is a leader in Canada for creating a model of partnership working for the social good. Its presence in communities focuses on taking care of individuals and families through health and housing services.

Established in 1922, The Bethany Group is driven by the people who work and volunteer for the organization to make the lives of the people they serve better. It also continues to honour its faith-based roots and provide a wholistic approach to caring for its clients.

From continuing care, supportive living and independent living for seniors to a variety of housing programs including affordable family housing, the organization remains committed to giving its residents and clients an enhanced quality of life.

ROSEHAVEN PROVINCIAL PROGRAM

The Bethany Group manages 75 spaces of specialized inpatient and outreach services to support people who have behaviours that are difficult to manage in their current settings. Based in Camrose, a highly trained interdisciplinary team delivers support through [Outreach Education](#) and an [In-House Program](#).

Mission

Our mission is providing person-centered service that builds a caring community, connects people and makes a positive difference in each person's life through the provision of Health, Housing and Supportive Living services.

Our Values

As a faith-based organization growing from the foundation of our 100-year history of sharing God's love, we seek to live the following values:

- Keeping people at the center of our thinking;
- Fostering safe and welcoming communities; and
- A sustainable approach to providing service.

People are the center of our thinking through:

- Person-centered care and service
- Living with meaning and purpose
- Responsiveness (listening, empathy, understanding and support)
- Putting people first before tasks
- Investing in our people

Fostering safe and welcoming communities through:

- Kindness
- Respect
- Faith and spirituality
- Relationships

A sustainable organization through:

- Supporting Innovative approaches
- Working collaboratively by accessing community resources and volunteers
- Transparency
- Accountability and Responsibility

THE OPPORTUNITY

Based in Camrose, the Resident Care Manager will manage the Memory Lane DSL 4D and the Rosehaven Provincial Programs. Reporting to the Director, Health Care Services, the Resident Care Manager is accountable for the effective management of resident care including the management of human, accommodation/equipment and financial resources. The essential components of this position are administration, clinical practice supervision and staff development. The Manager is expected to provide leadership in providing quality resident care and utilization of the resources of the interdisciplinary team. Essential to this leadership role is the use of effective leadership skills in interactions with the residents, families, staff and other health care team members. The Resident Care Manager is responsible for leadership of the Assistant Head Nurse and an overall group of 93 FTEs healthcare professionals including a group of RNs, RPNs, LPNs, and HCAs.

KEY OPPORTUNITIES AND CHALLENGES:

The Resident Care Manager will work collaboratively with the Director, Health Care Services at The Bethany Group, and other health care team members in continuing to respond to the ever-unfolding Covid19 pandemic. In addition, key areas of focus include but are not limited to:

- Supporting the team in the necessary change management with respect to the ever-changing landscape of long-term care and mental health care in the province of Alberta.
- Contributing to the continued success of outstanding patient care for the residents.
- Continuing to enhance the communication across the facilities to create more team cohesion and alignment with The Bethany Group.

KEY ROLES & RESPONSIBILITIES

Overall Accountabilities

- Deals with concerns relating to human resources, financial, budgetary, service and program issues.
- Implements change and evaluates outcomes.
- Maintains current knowledge of health services research, delivery, trends, and issues.
- Maintains current knowledge of collective agreements and labour relations practices and issues.
- Maintains proficiency in the use of computer systems and most software applications.
- Prepares reports, presentations, proposals, and other written communication.
- Contributes to the preparation of annual operating and capital budgets.
- Establishes effective mechanisms to facilitate compliance with policies, procedures, and memorandums.
- Problem solves with other disciplines in matters related to resident care.
- Maintains effective communications to staff and from staff.
- Ensures effective fiscal management through efficient operation of budget, scheduling and staffing.
- Responds to issues arising on a day-to-day basis.
- Ensures compliance with facility policies and procedures and works with the Director to ensure appropriate policies and procedures are in place.
- Ensures compliance with audits related to public health, OH&S, and industry standards and requirements.
- Serves as a member on facility and/or provincial committees, task forces/advisory committees.

Clinical Practice:

- Collaborates with other professional practice and resident care providers by participating in the Quality Improvement plan.
- Supports research activity within the organization and actively works to promote research utilization and subsequently research-based nursing practice.
- Participates in research activities and/or encourages others to do so.

Staff Development:

- Ensures that staff remain current with clinical practice standards, applicable legislation and knowledgeable about and compliant with the facilities existing policies and procedures.
- Participates with the planning and provision of educational opportunities for unit staff.
- Promotes and facilitates professional development of staff.
- Supports the development of educational programs to meet identified needs and facilitates their implementation.
- Other duties as assigned.

THE PERSON

The candidate will have a diploma or degree in an applied health services discipline, with an RN or RPN being preferred. A Master's degree in health services or related area will be seen as a strong asset. The candidate will have relevant experience in Continuing Care and a Mental Health Setting, with certificates in each being seen as preferred. They will have a track record of success in leading teams, programs, and other health care initiatives.

KNOWLEDGE, SKILLS & ATTRIBUTES

Leadership Skills – Demonstrated ability to lead, coach and motivate others involved in program and care delivery. Will demonstrate an open and inclusive leadership style.

Adaptability – Ability to adjust to changing environment, schedules, and priorities accordingly.

Communication Skills – Open and straightforward style with all audiences and an ability to effectively communicate with all stakeholders; candid and respectful with everyone. Possesses strong written and verbal communication skills and presentation abilities.

Organizational Skills - The ability to work on numerous projects and coordinate multiple activities. Meets deadlines and can prioritize a diverse workload. Has well-developed project management skills—can plan, manage, facilitate, and participate in numerous projects at once. Is proactive and responsive. Approaches responsibilities with a high degree of energy and passion.

Strategic – Develops/implements a plan in support of organizational strategic direction. Demonstrates an understanding of the link between job responsibilities and overall organizational goals and needs and performs one's job with the broader goals in mind.

Integrity and Honesty – Demonstrates a resolute commitment to and respect for the rules and core values of the organization, setting an example of professionalism and ethical propriety.

Creativity and Innovation – Develops new insights into situations; questions conventional approaches; encourages new ideas and innovations; designs and implements new, cutting-edge programs/processes.

Problem Solving & Judgment – Ability to assess options and implications to identify problems and solutions. Ability to make decisions and provide direction on complex and emerging issues that may have political, community, or administrative implications.

Professional Development – Keeps up to date with changes in technology and practice standards. Takes responsibility for their own professional development. Maintains and develops clinical skills and knowledge.

Team Player – Demonstrated success leading a team, talks openly with others, establishes expectations, holds self and others accountable, supports group decisions, shares credit, builds enthusiasm for goals, and resolves conflict appropriately.

COMPENSATION

A competitive compensation package will be provided including an attractive base salary and excellent benefits. Further details will be discussed in a personal interview.

FOR INFORMATION PLEASE CONTACT

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