



THE
**GOOD
SAMARITAN**
SOCIETY

**GOOD
SAMARITAN**
CANADA

OPPORTUNITY PROFILE

Manager, Site and Clinical Services – Long Term Care

Locations:

Hillside Village, Salmon Arm, BC

Heron Grove, Vernon, BC

About The Good Samaritan Society and Good Samaritan Canada

The Good Samaritan Society (GSS) and Good Samaritan Canada (GSC) are leading faith-based, not-for-profit, registered charities in Western Canada that provide quality accommodations, health, and community care services and programs. With over 70 years of experience providing specialized health and community care services in innovative and caring environments, our operational effectiveness and overarching culture of service and care make us the provider of choice for individuals and their families seeking a supportive place to call home.

Our Mission

To extend Christian Hospitality through a continuum of care to those in need or at risk, regardless of race or religious belief.

Our Vision

To grow in strength, excellence, and creativity in caring for others.

Our Values

Reflecting Christian Hospitality, the values of the Good Samaritan Society and Good Samaritan Canada are:

- Healthy Relationships
- Hospitable Environments
- Servant Leadership

To learn more about The Good Samaritan Society visit their website at gss.org

THE OPPORTUNITY

The Good Samaritan Society is seeking two (2) Manager, Site and Clinical Services roles, one based in their Hillside Village location in Salmon Arm, BC and the other at the Heron Grove location in Vernon, BC.

Reporting to the Director, Clinical Services, the Manager, Site and Clinical Services - Long Term Care provides leadership and operational oversight for a range of services and living options including supportive living/assisted living, long term care, dementia care, day programs, private pay and life lease. The Manager, Site and Clinical Services - Long Term Care works with other organizational leaders and with resident/client/families to ensure that care and services are aligned with organizational mission, vision and values, goals, and objectives and that effective and efficient clinical care and services are being provided. The Manager, Site and Clinical Services - Long Term Care assumes a leadership role empowering teams to build and maintain a safety culture that pursues leading practices, quality improvement and learning and development initiatives throughout our care homes and programs.

Additionally, the Manager, Site and Clinical Services - Long Term Care is a key representative of Good Samaritan promoting a positive image of the organization collaborative relationships with internal and external stakeholders of the organization.

KEY ROLES & RESPONSIBILITIES

General Accountabilities

- Provides updates to the Director, Clinical Services regarding the attainment of objectives and goals on a timely basis and ensuring that the Director has relevant information necessary to assist the Senior Leadership Team (SLT) with operational planning and decision-making responsibilities

Care and Service

- Ensures that processes are in place that effectively delivers quality care and services

- As determined by the resident/client case mix and assessed level of care, leads a multi-disciplinary team that delivers services designed to accommodate resident/client's personal preferences and health requirements while maximizing choice and independence within a safe environment
 - Long Term Care: Supports residents/clients with complex, unpredictable medical needs who require 24 hour onsite Registered Nurse assessment and/or treatment. Residents/Clients receive accommodation, meals, and access to 24-hour on-site professional nursing and personal care. Case management, professional nursing, rehabilitation therapy and other consultative services are provided on-site by care home/program employees
 - Assisted Living, BC: Services are provided in a supportive accommodation environment for residents/clients with physical and functional health challenges who can no longer reside at home but are able to make decisions on their own behalf
 - Supportive Living, AB: Residents/Clients of designated supportive living receive 24-hour on-site, scheduled and unscheduled, personal care and support services from health care aides and/or licensed practical nurses
- Engages with residents/clients/families regularly to seek feedback regarding care and services and maintains an active connection to resident/client/family council activities
- Demonstrates an ability to be flexible and balance shifting priorities of the daily demands of the care home/program
- When multi-site duties are assigned, will flex schedules to balance urgent/emergent needs between the care homes/program
- Keeps current and is responsive to industry trends, and participates in industry benchmarking
- Ensures an environment and resources which nurture spirituality

Financial and Environmental Management

- Assists with budget planning and preparation analysis
- Completes monthly variance reporting and ongoing financial monitoring, including accounts receivables and payables
- Manages occupancy levels
- Performs internal and external building scans to assess and manage equipment and supplies

Human Resources Management

- Leads, mentors, and coaches' employees, including completion of performance reviews and facilitates opportunities for education and personal growth
- Effective and efficient allocation of employee resources to ensure quality care is delivered by participating in processes including recruitment and attendance management
- Creates positive relationships with employees and unions while adhering to the collective agreements and terms of employment
- Manages the disciplinary process up to and including recommending dismissal
- Facilitates ongoing change by acting as a positive role model and change agent for employees
- Participates in the development or revision of policies by providing feedback and suggestions while ensuring all employees are aware of new or revised policies

Quality Improvement and Risk Management

- Ensures the flow of information to direct reports
- Maintains standards of care and ensures that systems are in place that identify, address, and report on care home/program quality improvement and risk management issues
- Maintains accreditation, provincial and regional health authority/zone legislated or regulatory standards
- Ensures completion of all appropriate care home/program audits and surveys and report in consultation with the care home/program leadership team
- Ensures completion, implementation, and sustainability of all action plans resulting from care home/program audits and surveys in consultation with the care home/program leadership team and the quality department
- Submits Quality reports per schedule and utilized data to improve care home/program performance through a review of quarterly indicators and development of quality improvement plans
- In the absence of a clinical services coordinator, ensures the completion of all resident/client tasks
- Respects and preserves the privacy, confidentiality and security of health care and employee information at all times
- Provides oversight and support for all employees on MDS and RAI coding/auditing/completion
- Ensures the management of the event reporting system, critical incident, and sentinel event process and procedures

Work within Good Samaritan Standards of Safety and Care

- Ensures that resources are being used effectively and efficiently and not wasted or misappropriated
- Maintains confidentiality on issues related to resident/client and employee matters and Good Samaritan information
- Adheres to all infection prevention and control practices and procedures
- Pursues continual learning by participating in in-services and training/education programs
- Supports the mission, vision, and values of the Good Samaritan
- Maintains a safe working culture by assessing and controlling possible health and safety risks
- Adheres to all Good Samaritan policies and procedures
- Other related duties as assigned

THE PERSON

EDUCATIONAL QUALIFICATIONS

- Undergraduate degree in nursing (BScN)
- Gerontology or healthcare administrator certificate preferred
- Current CPR certification
- Active registration with the College and Association of Registered Nurses of Alberta (CARNA) or with the British Columbia College of Nurses and Midwives (BCCNM) is required

WORK EXPERIENCE AND OTHER QUALIFICATIONS

- Minimum of three (3) years proven management experience in a health care environment

- Minimum of five (5) years health related experience, preferably in seniors' care, including dementia/geriatrics
- Experience managing people within in a unionized environment
- Experience managing a budget
- Knowledge of:
 - Accreditation process
 - Human Resources and Labour Relations management
 - Business and financial principles
 - Seniors' care industry including applicable contractual and legislative requirements
- Extensive knowledge of MDS/RAI assessment, care planning, clinical outputs and case mix indexes
- Strong interpersonal skills with an ability to deal effectively with conflict in a diplomatic and professional manner
- Adept at written and oral communication with internal and external stakeholders
- Strong computer skills, particularly with Microsoft Office Suite, webinar and internet technology
- Able to multi-task and demonstrate flexibility in a constant high energy environment while responding to complex priorities
- Exhibits open and sincere approach to relating to people by demonstrating respect and compassion for everyone equally
- Demonstrates critical thinking, analytical, and problem-solving skills to resolve issues independently and/or make recommendations that are supported by evidence consistent with legislation/policies, and that meets the standards of care
- Excellent active listening skills
- Ability to travel as required, current driver's license
- Ability to occasionally work after regular hours in order to attend functions, meetings and to address urgent issues impacting the care home/program
- Ability to be on-call outside of regular business hours as required, willingness to participate in committees and projects

KNOWLEDGE, SKILLS, AND ABILITIES

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.

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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