

Position Title: Director of Long Term Care

Department: Long Term Care

Reports To: Chief Administrative Officer and Long Term Care Committee of Management

Purpose

To direct the planning and operation of high-quality long term care services across all Grey County Long Term Care facilities, any related seniors' services, and all related property and infrastructure maintenance or development.

To uphold the County's vision and mission in the delivery of long term care services.

To achieve and maintain accreditation at each of the County's three long term care facilities and ensure the operation of the homes in good standing with all provincial requirements.

To advise County Council and the Long Term Care Committee of Management on policy development and programming related to the foregoing areas.

To support strong corporate management and administrative practices that help the County fulfill its mandate.

To actively participate as a member of the Senior Management Team (SMT) of the County; championing the interests of the Long Term Care department while supporting corporate initiatives and SMT decisions and recommendations.

Responsibilities

1. Policy and Program Development

- Prepares advice, information and recommendations to help with the development of policies and practices that meet regulatory obligations, corporate goals and objectives, community service, clinical and quality standards.

- Ensures that policy direction from Council, administrative policy from the Chief Administrative Officer are carried out effectively and consistently across the three long-term care facilities.
- Maintains an expert level of awareness of prevailing legislation, practices and procedures.
- Presents policy advice, information, options and recommendations to Council and the Long Term Care Committee of Management related to service delivery and quality, regulatory compliance, and labour relations.
- Meets regularly with the Executive Directors and Clinical and Quality Leaders to establish and review key performance indicators and discuss policy direction when priorities change. Keeps the Long Term Care Committee of Management, Council and the Chief Administrative Officer informed on matters that are of more than routine interest. Abides by the principle of keeping elected people abreast of issues so they can be accountable to their constituents without getting involved in administrative detail.

2. Functional and Departmental Management

- Ensures the efficient utilization of human, physical and financial resources and meets high-level management performance standards through recruitment, selection, orientation, training, development and management of qualified people to the Long Term Care department.
- Conducts regular staff meetings to give specific instruction when required and receive staff input on new and changing policies and practices, in planning and organizing the Long Term Care Department, and for ensuring that corporate direction from the Chief Administrative Officer and Council is carried out.
- Ensures that positive and consistent labour relation practices and policies are maintained throughout the Long Term Care Department. Directs the conduct of regular performance reviews, appraisals and follow-up action. Oversees and/or recommends action for employees (i.e. pay increases, new assignments, promotions, training, disciplinary action and dismissal).
- Sets the tone for departmental management according to Grey County's personnel policies and the terms of prevailing collective agreements.
- Supervises the preparation of annual operating and capital budgets in addition to multi-year capital forecasts. Presents budgets and forecasts to the Long Term Care Committee, the Chief Administrative Officer, Treasurer and County Council. Explains budget recommendations and how they relate to services, government and public protection.
- Manages the Long Term Care Department and its functions according to budgets that are approved by Council. Ensures compliance with corporate procurement

and purchasing policies for goods and services that are required by the Long Term Care Department.

- Directs service standards to attain and maintain CARF accreditation.
- Ensures that all complaints and enquiries about all functions and services are followed-up promptly and dealt with effectively.
- Represents Grey County's Long Term Care Department in dealings with the media.

3. Corporate Management

- Works with the CAO and colleagues on the senior management team on the development of consistent corporate management and administration policies supporting Labour Relations, Personnel, Finance, Information Technology, and Council/Staff Relations.
- Participates in direct negotiations with prevailing Union Locals that represent Long Term Care employees.
- Participates, with other senior staff, in corporate management development initiatives, committees and task forces as required.

4. Other Duties

- Maintains knowledge and skill at a high level with training and development through courses, workshops and selected reading.
- Responsible, as a senior manager and as an employee, for good occupational health and safety practices, and ensures that occupational health and safety practices are observed through the Long Term Care Department and the corporation.
- Represents Grey County on provincially established task forces, AMO sub-committees, OLTCA and/or AdvantAGE Ontario, inter-municipal committees, task forces and work projects with municipal associations that are directed to the betterment of municipal government generally.

Working Conditions

Hours of work are as required to fulfill the requirements of the position. Core hours are 8:30AM - 4:30PM, Monday to Friday with additional time as required for meetings throughout the County, peak periods and other demands of the position.

This position has a high profile within the community. The majority of time is spent in office conditions at the County Administration Building. Some traveling throughout the County and beyond is required for performing the work. Attending at the three long term care homes is also required regularly.

There is exposure to intense and emotionally loaded situations that arise out of contract disputes, service levels, standards and performance. Work is subject to frequent interruption and is carried out in a political environment in which the incumbent must understand the differences and similarities of County policy and administration.

Contacts

Internal Working Relationships

The CAO, Long Term Care Executive Directors, other County Department Heads, Warden and County Council, management and employees within the Long Term Care Department.

External Working Relationships

Liaison with provincial, regional and local levels of government, community agencies and individuals, concerning transportation and related matters.

Knowledge and Skill

- A university degree in nursing, social work or public administration.
- Ten years of relevant progressive experience in long-term care, including five years in a responsible managerial and administrative capacity.
- Demonstrated strong communication, organization and management skills with proven ability to manage people, resources and situations, so that a confidence level is maintained with staff, members of council, the public and related agencies.
- Extensive breadth and depth of responsibility and application of experience for the variety of services that are provided either directly, through partner agencies and those who are under contract.
- Strong public relations skills and demonstrated ability to effectively present information.

Impact of Error

Failure to oversee a variety of programs competently could create legal exposure and impact health and well-being of long-term care residents and staff.

Organization and management errors would result in findings of non-compliance from the province, reduce departmental effectiveness, increase costs, decrease employee morale, cause embarrassment to Council and concern to residents and their families. Operational and coordination errors would reduce resident safety. Errors in policy advice and program development would result in ill-conceived policy, plans and operations with increased costs and unfavourable public relations.

COUNTY OF GREY – POSITION DESCRIPTION ATTACHMENT
SCOPE AND RESPONSIBILITIES – DEPARTMENT SPECIFIC

POSITION TITLE: Director of Long Term Care

DEPARTMENT: Long Term Care

- Provides leadership to those engaged in the delivery of resident care, clinical oversight, quality oversight and administrative support, construction, and maintenance and repair of facilities.
- Directs program and service management for all areas of responsibility through organization structure and reporting relationships that assigns major functions to managers. Ensures that the departmental structure is relevant and continues to support functions and responsibilities.
- Ensures the inspection and compliance to regulation of facilities as well as programs and projects that are in progress. Ensures that all services and programs are reviewed and amended as required to keep pace with requirements.
- Directs contractors and consultants who are engaged by the County of Grey for corporate Long Term Care projects.
- Represents the County in its dealings with organizations, municipalities and agencies that contribute to, or are stakeholders in Grey County's long term care service delivery.
- Directs the supervision of those organizations that carry out the County's responsibilities under contract and those engaged for special purposes.
- Participates in public meetings and other forums that are convened to discuss long term care matters of county interest.