

Position Title: Resident and Family Services Manager

Department: Long Term Care

Reports To: Executive Director

Purpose

The Resident and Family Services Manager is responsible to the Executive Director for the management of the Program Department including Wellness, Spiritual, Volunteer, Physiotherapy and Restorative care programs and the Admission Process. This includes the effective management of all resources and cost centers in the program area and development of a strong team that will deliver optimal service to residents and families based on legislative requirements and the County of Grey standards.

The Resident and Family Services Manager, as part of the leadership team, is required to perform their duties in a manner that supports the 'Colour It' resident led philosophy of care, consistent with the core values and employee guiding principles, ensure resident safety and demonstrate customer service excellence.

Responsibilities

General Administration

- Plans, co-ordinates, directs and monitors the effectiveness of all operational activities within the department;
- Establishes internal mechanisms and audits to ensure records (paper and electronic) are utilized, stored, maintained, retained and destroyed as per County of Grey policies
- Responsible for providing leadership and day to day management of the program department which includes recreation and leadership activities, volunteer program, and spiritual care and restorative care
- Supports, interprets and incorporates the Colour It promise into all aspects of the provision of the program services
- Ensures that Long Term Care Homes Act, 2007 and County of Grey standards are communicated to all staff
- Establishes systems to ensure all standards and regulations are adhered to on an ongoing basis

- Participates in strategic planning process and accreditation activities
- Participates on committees as requested and attends Resident and Family Services Manager meetings

Human Resources

- Participates and leads the recruitment, orientation and performance management process in accordance with County of Grey standards for all employees in the programs department
- Establishes, monitors and evaluates staffing patterns and work schedules and assignments that maximize efficiency and continuity of program delivery
- Maintains up to date job specifications and job routines for all program staff and associated positions to ensure consistent delivery of service
- Completes performance appraisals for all program staff during probation and annually thereafter
- Maintains up to date records on all program personnel
- Monitors absenteeism within the department in accordance with the Attendance Management Program
- Identifies staff learning needs and makes provisions for appropriate education

Financial Accountability

- Participates in the development of the program budget annually
- Manages and monitors all program expenses, explains monthly variances and works with the Executive Director to identify corrective action
- Ensures there is effective and efficient procurement and supply control within the program department Works with the interdisciplinary team to maximize the effectiveness of program delivery
- Oversees the efficient management of the Tuck Shop
- Liaises with Resident/Substitute Decision Maker and the Office Manager to ensure resident finances are coordinated as per County of Grey policies
- Actively promotes use of uninsured services

Quality Management

- Provides leadership and direction to implement all aspects of the Quality Improvement and Risk Management Program as it pertains to Programs
- Establishes processes and accountability for completion of monthly audits, analysis of results and development of corrective action plan
- Ensures participation in the interdisciplinary care team conferences for input on social/emotional needs of each resident through psycho/social assessments or similar tools

- Ensures RAI MDS standards in relation to activities and recreation therapy are completed as per schedule
- Effective use of Quality Indicators and MDS outcomes for the effective development, management and delivery of quality services for Residents

Family & Resident Relations

- Ensures that all staff fosters positive customer service with Residents and Families in their day to day work
- Provides leadership in the resident programming for the home
- Ensures accurate and timely documentation of resident's psychosocial needs
- Coordinates the move in of all new residents as per County of Grey admissions protocols
- Advocates on behalf of residents and their family members
- Assists in linking residents/family with resources and services both within the home and community
- Facilitates and maintains community counseling linkages and access for resident, families, staff and community
- Facilitates family support groups, including liaison for the family council and family education sessions
- Ensures Residents Council is in place and is functioning effectively

Community Relations

- Promotes a positive working environment with the service providers and related suppliers working with the Home
- Establishes and maintains positive communication between the home and community and community services

Occupancy & Marketing

- Ensures that measures are taken to facilitate optimal occupancy and occupancy numbers
- Monitors preferred accommodation to ensure maximum revenue from achievement of 60% preferred room rentals
- Fosters positive working relationship with CCAC and discharge planners
- Provides discharge planning, support and co-ordination

Occupational Health & Safety

- Observes work patterns and ensures safe working practices are adhered to at all times
- Implements and monitors zero lift policy

- Ensures that all programming staff, volunteers and students are properly trained and aware of emergency procedures
- Ensures programming staff perform pre start up inspections on all equipment
- Conducts daily safety audits in the program department

RQI and Long Term Care Homes Act

- Knows and interprets the Long Term Care Homes Act, 2007 and County of Grey standards
- Effective use of the Long Term Care Homes Quality Inspection program, with appropriate inspection protocols
- Implements processes and systems to ensure compliance to all department relevant standards on an ongoing basis
- Ensures sustainability of all systems and processes in place to achieve compliance

Qualifications

- A post-secondary Diploma or Degree in recreation and leisure studies, kinesiology, therapeutic recreation or other related field from a community college or university
- Have at least one year of experience in a health care setting
- Membership with Activity Professionals of Ontario and/or registration with Therapeutic Recreation Ontario preferred
- Have experience in working as part of an interdisciplinary team
- Possess excellent leadership and communications skills
- Sound knowledge of gerontology
- Proficiency with WORD, email, internet use and computerized documentation
- Strong knowledge of the Long Term Care Homes Act, 2007
- Experience working with the Community Care Access Centre an asset
- A good working knowledge of RAI MDS

Working Conditions

- Modern facility, temperature controlled, smoke free environment
- Combination of natural and fluorescent lighting
- Some disruption to lifestyle resulting from extra hours spent dealing with prospective clients, attending meetings and dealing with residents and families and responding to emergencies
- Sitting for meetings, computer work major job function
- Required to meet deadlines

Contacts

Internal Working Relationships

Internal working relations with the Leadership Team, Staff, Residents, Volunteers.

External Working Relationships

External working relations with Resident Families and Representatives, Ministry of Health and Long Term Care, Public Health, Contract Service Providers, Education Institutions, Spiritual Leaders, Community Care Access Centre, Service Clubs

Impact of Error

Misuse of confidential information may result in a breach of Privacy laws, loss of confidence and credibility.

Administrative delays or poor communication of information for the department could result in inefficient operations, ineffective use of staff and the lack of information required in making the best decisions.

Errors on statistical information and/or reporting of information may result in incorrect information that could adversely affect staff and/or management decisions.