



Position Description

Position Title: Education & Resource Leader (Registered Nurse)

Date Established: October 2011

Date Revised: January 2018

Reports To: Executive Director

Direct Reports: None

Position Summary:

The Education & Resource Leader acts as a resource for the Residential, Grief and Bereavement and Volunteer Programs. The Education & Resource Leader supports the Care Team Leader and interdisciplinary hospice palliative care team in delivering excellent end-of-life care. The Education & Resource Leader is responsible for development of and compliance with policies and procedures which support the delivery of quality end-of-life care.

In the event of vacation or unexpected leave, the Education & Resource Leader is the Care Team Leader designate and will act in a supportive role for nursing and other care staff members.

Major Responsibilities:

Program Planning & Development:

- Promotes and integrates the mission and values that frame the delivery of programs and services
- Monitors policy and procedure compliance with relevant legislation, licensing standards and professional guidelines. Leads the organization in implementing policy and procedure changes
- Researches and makes recommendations on best practices in organizational systems to improve efficiencies and enhance service delivery
- Develop, coordinates and analyzes data from client, student, employee and volunteer experience surveys
- Oversees and develops policies and procedures for all programs
- Participates with the Leadership Team in the strategic growth and development of the organization, including implementation of the strategic plan
- Writes funding proposals to support programming
- Provides input into budget development

Community Outreach:

- Oversees the REACH Initiative (including community programs, professional development and advocacy programs) ensuring that program outcomes are aligned with NOHS Ends
- Oversees the UBC-O's research N-Care program of volunteer navigators. Liaises with volunteers and UBC-O on N-Care progress
- Writes community program articles and press releases for publication

Education:

- Researches and recommends educational opportunities for staff, volunteers and practicum students
- Participates in the delivery of in-service education and training for staff and volunteers
- Evaluates staff education and workshops to ensure learnings are incorporated into policies, procedures and practices
- Support and consult with the Care Team Leader and Support Services Leader on education required for care staff, support staff and volunteers.

Organizational Support

- Supports the Care Team Leader and interdisciplinary hospice palliative care team in delivering excellent end-of-life care.
- Provides evening and weekend on-call support to the Care Team if the Care Team Leader is unavailable.
- Participate on the OH&S Committee
- Prepare policy updates and articles for the staff/volunteer newsletter
- Support and consult with the Care Team Leader and Support Services Leader on staff, resident and volunteer concerns

Human Resources:

- Oversees and develops the orientation program for new staff
- Supports the Leadership Team in developing staff and volunteer appreciation
- Supports the Leadership Team in recruiting/interviewing new staff

Qualifications: Education, Skills and Experience

- Registered Nurse with a University degree in nursing, social sciences, health sciences or education. BSN preferred. A combination of other equivalent education and experience may be considered.
- 5 years palliative care experience including pain and symptom management experience
- Experience in developing policies and procedures to align with legislative requirements
- Management and team leadership experience
- Experience in development and delivery of adult education
- Certification in Hospice Palliative Care Nursing preferred
- Demonstrated success in grant writing preferred
- Experience in research, needs analysis preferred

Core Competencies:

- Communication: Conveys and receives messages clearly
- Teamwork: Works cooperatively with others to achieve organizational goals
- Initiative: Plans ahead, is resourceful in taking action and generating viable solutions
- Client Service: Understands client needs and provides high standards of service
- Attitude: Conveys an open, flexible mindset with a focus on positive outcomes
- Self-Management: Understands and manages own behaviour and practices healthy self-care

Leadership Competencies:

- Strategic Thinking: Employs a big picture, long-range view of achieving organizational goals
- Resource Management: Plans, implements and monitors effective use of financial and human resources
- Team Leadership: Inspires and motivates team members. Guides team towards achieving organizational goals

Employee Name: _____

Please print clearly

Employee Signature: _____

Date: _____