



Position Description

Position Title: Care Team Leader

Date Est: January 15, 2001

Date Revised: March 2020

Reports To: Executive Director

Position Summary:

The Care Team Leader is responsible for the effective operation of the residential program in Hospice House (North Okanagan Hospice Society).

The Care Team Leader will strive for and promote excellence in the delivery of interdisciplinary hospice palliative care.

The Care Team Leader or Designate is available for urgent consultations 24 hours a day, 7 days a week. NOHS will provide a cell phone for this purpose at NOHS expense.

Confidentiality is of primary importance in all aspects of this role.

Major Responsibilities:

Leadership Team

Upholds North Okanagan Hospice Society Mission and Values

- Promotes and integrates the mission and values that frame the delivery of programs and services

Participates in Strategic planning and associated responsibilities

- Participates with Leadership Team in the strategic growth and development of the organization, including implementation of the strategic plan
- Strategic Thinking: Employs a big picture, long-range view of achieving organizational goals

Involved in review and input to programs and processes

- Reviews, analyses and makes recommendations on the development of care-related administrative systems such as policy, procedures and standards of patient care, adequate staffing levels, and a continuous quality improvement environment

Builds and maintains relationship with external partners, physicians and Interior Health

- Represents Clinical Operations on a variety of internal and external committees as required

- Supports the seamless movement of clients/residents through the healthcare system and in accessing appropriate hospice palliative care resources including Medical Assistance in Dying.
- Advocates with external health care partners with the goal of enhancing a shared understanding of end-of-life care

Responsible for Quality Assurance and Compliance

- Ensures Quality Assurance – includes investigation and resolution of care delivery complaints and concerns
- Ensures compliance with relevant legislation, regulations, standards and professional guidelines for the Residential Program

Provides input into budget development and stewardship for the Residential Program

- Resource Management: Plans, implements and monitors effective use of financial and human resources
- Liaises with the Financial Officer to prepare and monitor the annual budget for the residential program
- Liaises with the interdisciplinary team for identification, coordination, and efficient utilization of resources

Responsible for Recruitment and staff retention for the Residential Program

- Recruits, selects, orients, supervises and evaluates nursing, care aides, the psych-social care worker, the bereavement counselor staff and the care team assistant
- Responsible for Performance Reviews and implementation and evaluation of identified Learning Plans

Administers the Collective Agreement

- Administers the Collective Agreement and represents the employer in the grievance process, on various union/management committees, and during essential service if applicable
- In situations where there is a Duty to Accommodate, responsible to find ways to accommodate the special needs of the employee
- Responsible for progressive discipline and termination of staff as required

Ensures Workplace safety and emergency preparedness

- Responsible for the Occupational Health and Safety Program
- Collaborates with the Leadership Team as incidents and emergencies arise
- Collaborates with the Education Resource Leader to ensure that emergency preparedness and fire safety policies are readily available to all employees and reviewed at least annually with all employees.

Liaises and collaborates with Education and Resource Leader

- Liaises with the interdisciplinary team for identification of educational needs
- Communicates with the Education Resource Nurse regarding identified needs and collaboratively plans the opportunities for professional development primarily for nursing, care aides, the psych-social care worker, bereavement counselor staff, the care team assistant, and practicum students

Provides emergency coverage for the Support Services Leader during absences

Care Coordination of the Residential Program

Responsible for the day to day operations

- Conducts and/or assists with clinical duties of Registered Nurse and Care Aid duties as required
- Conducts and/or assists with the Care Team Assistant duties including clerical, staffing, scheduling as required
- Responsible for the day to day operations of the Residential Program operations and quality client/resident care
- Shares responsibility with the Support Services Maintenance to oversee and ensure proper maintenance of the clinical components of the residential facility, medical equipment and furnishings

Supervises nurses, care aids, care team assistant, psych-social care worker, bereavement counselor, and practicum students

Reviews referrals and coordinates admissions and discharges

- Collaborates with external healthcare partners to preview referrals and coordinate admissions, including Medical Assistance in Dying admissions, and participation in client care.
- Review potential admission assessments
- Assists with and reviews Discharges and Transfers

Ensures the delivery of care meets current best practice standards according to

- Up-to-date and current with Pain and Symptom Management
- British Columbia College of Nursing Professionals (BCCNP)
- Canadian Hospice Palliative Care Association –CHPCA
- Interior Health Authority – Health Protection, Community Care Licensing
- By-laws of the Council of the College of Pharmacists of British Columbia
- WorkSafeBC – OHS Regulations
- BC Ministry of Health’s Care Aide Competency Project

Leads and is available as a resource, mentor, support and coach to staff

- Team Leadership: Inspires and motivates team members. Guides team towards achieving organizational goals
- Available as a resource for complex situations on a day to day basis as required, i.e. pain management, working with residents and their families, staff issues and concerns, etc.
- Serves as a role model and a resource to care staff, support staff, and volunteers for clinical decision-making, clinical assessments of residents and in the counseling and education of families
- Mentors, supports and coaches staff in team work, advocacy, values, performance competencies and hospice palliative care philosophy
- Serves as a support and provides resources to staff in the grief associated with the care of the dying to promote resilience
- Mentors, supports and coaches staff in the admission, care delivery (includes ongoing assessment and care planning), and discharge of residents
- Leads, mentors, supports, and coaches care staff in current pain and symptom management practices
- Leads palliative weekly rounds and assists with family conferences

Ensures timely and effective communication

- Ensures timely and effective communication with the care team and residents/clients and their families/loved ones
- Identifies and facilitates discussions on any complaints and concerns arise to help prevent the situation from becoming more complex
- Updates the Executive Director as concerns/complaints arise

Responsible for Safety and Quality Assurance

- Responsible for the Occupational, Health, and Safety Program
- Ensures a safe work environment i.e. WorkSafe BC, WHIMIS, Emergency Preparedness, Infection Control, etc.
- Responsible to ensure Licensing and Legislation requirements are met
- Administers audits, evaluates, and implements applicable changes
- Leads in responding and coordinating emergency procedures in conjunction with the ED as required

Performs other duties as required

Qualifications: Education, Training and Experience

- Bachelor Degree in Nursing and five years nursing experience in hospice palliative care setting within the last seven years

- Clinical expertise in current pain and symptom management practices
- Minimum three years of responsible leadership in management or supervisory positions in a hospice palliative care or clinical practice or acute care in a health care facility within the last seven years preferred
- Or an equivalent combination of education, training and experience may be considered
- Current registration with the BC College of Nursing Professionals
- Victoria Hospice training and/or CHPCA certification preferred
- Psych/social experience an asset
- Excellent computer skills in a Microsoft Windows environment including Excel required.
- Proficiency in financial management required.
- Proficiency in MediTech an asset.
- Experience in the delivery of adult education an asset

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