



Position Description

Position Title: Care Team Leader

Date Established: January 15, 2001

Date Revised: December 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.

(Note: the on-call component of this position is currently under review and is subject to change when alternate arrangements for on-call can be established.)

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

Major Responsibilities:

1. 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 all care-related systems such as policy, procedures and standards of patient care and staffing models with the goal of achieving an environment where continuous quality improvement is encouraged

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

- Represents Clinical Operations on a variety of internal and external committees as required with the goal of advancing safe, quality client care

- Supports the seamless navigation of clients in the healthcare system and in accessing hospice palliative care resources including Medical Assistance in Dying
- Advocates with external health care partners with the goal of enhancing a shared understanding of hospice palliative care

Responsible for Quality Assurance and Compliance

- Ensures Quality Assurance (in collaboration with the Leadership Team) – includes investigation and resolution of reportable incidents, OH&S incidents, care delivery concerns
- Ensures compliance with relevant legislation, regulations, standards and professional guidelines for the Residential Program with the support of the Education and Resource Leader

Provides input into budget development and financial stewardship for the Residential Program

- Resource Management: Plans, implements and monitors effective use of financial and human resources that are used in providing care
- Prepares and monitors the annual budget for the residential program with the support of the Financial Officer
- Liaises with the Leadership Team to establish priorities in the coordination and efficient utilization of resources

Responsible for Recruitment and staff retention for the Residential Program

- Recruits, orients, supervises and evaluates nurses, care aides, the psych-social care worker, the bereavement counsellor and the care team assistant with the support of the Leadership Team
- Responsible for performance management of all nurses, care aides, the psych-social care worker, the bereavement counsellor and the care team assistant
- Responsible for the implementation and evaluation of annual Performance Reviews and Learning Plans for regularly scheduled care staff

Administers the Collective Agreement

- Administers the Collective Agreement and represents the employer in the grievance process, on union/management committees as required
- Responsible for discipline and termination of staff in alignment with the Collective Agreement as required

Ensures Workplace safety and emergency preparedness

- Participate in the Occupational Health and Safety Committee
- Collaborates with the Leadership Team to ensure that WorkSafe BC, Licencing, BC Centre for Disease Control and Medical Health Officer directives are incorporated into policy and fully implemented with staff

- Ensures a safe work environment i.e. that daily practices align with WorkSafe BC, WHIMIS, Emergency Preparedness, Infection Control requirements
- Collaborates with the Education Resource Leader to ensure that emergency preparedness policies are readily available to all employees and reviewed at least annually with all employees
- Collaborates with the Leadership Team as incidents and emergencies arise. Leads in responding and coordinating emergency procedures in conjunction with the ED as required

Liaises and collaborates with Education and Resource Leader

- Liaises with the Leadership Team for identification and prioritization of educational needs
- Collaborates with the Education and Resource Leader to identify and plan for professional development for nursing, care aides, the psych-social care worker, bereavement counsellor, the care team assistant
- Collaborates with the Education and Resource Leader to identify and plan for practicum students placements

2. Care Coordination of the Residential Program

Responsible for safe and efficient day to day operations

- Supervises regular and casual nurses, care aides, care team assistant, psych-social care worker, bereavement counsellor, and practicum students
- Responsible for the day to day operations of the Residential Program operations and quality client/resident care
- Responsible for ensuring that clients who choose Medical Assistance in Dying (MAiD) and their loved ones are supported by NOHS care staff during the MAiD procedure, and that the MAiD assessments and the MAiD procedure are efficiently coordinated with the MAiD Coordination Team
- Ensures that the clinical duties of Registered Nurse and Care Aide duties are performed efficiently, effectively and in accordance with their professional standards and if necessary assisting with such duties
- Ensures that the Care Team Assistant duties including clerical, staffing, scheduling are performed efficiently, effectively and in accordance with the Collective Agreement and if necessary assisting with such duties
- Shares responsibility with the Support Services Leader to oversee and ensure proper maintenance of the clinical components of the facility, medical equipment and furnishings
- Provides emergency coverage for the Support Services Leader during absences

Reviews referrals and coordinates admissions and discharges

- Collaborates with external healthcare partners to review client referrals and coordinate admissions

- Ensures that client admissions meet NOHS capacity, Licencing standards and pharmacy standards
- Collaborates with staff and external healthcare partners to ensure that client discharges and transfers are conducted safely

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

- Current Pain and Symptom Management protocols
- British Columbia College of Nurses and Midwives (BCCNM)
- 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
- BC Centre for Disease Control

Care Team Leadership

- Team Leadership: Inspires and motivates team members. Guides team towards achieving personal and organizational goals
- Available as a resource for complex situations on a day to day basis such as pain management, client/family dynamics or staff issues and concerns
- Serves as a role model and a resource to care staff for clinical and psychosocial decision-making and assessments of clients and in supporting clients and their loved ones.
- Mentors and coaches care staff in team work, advocacy, organizational values, performance competencies and hospice palliative care philosophy
- Serves as a support to staff in the grief they may experience when providing end of life care
- Leads palliative weekly rounds and ensures that rounds includes discussion of the needs of the whole person, not just the clinical needs

Ensures timely and effective communication

- Ensures timely and effective communication with the care team, clients and their loved ones
- Identifies and facilitates discussions to mitigate complaints and concerns that
- Provides daily updates to the Executive Director on the day to day operations

Performs other duties as required

3. Qualifications: Education, Training and Experience

- Registered Nurse (Bachelor Degree in Nursing preferred) with five years nursing experience in palliative care required
- Minimum five years of management experience in a health care facility, preferably in a hospice palliative care, clinical or acute care setting
- Management and HR experience working in a unionized environment
- Clinical expertise in pain and symptom management practices
- Current registration with the British Columbia College of Nurses and Midwives (BCCNM) required
- Proficiency in Microsoft Windows applications including Excel required
- Financial management experience an asset
- Victoria Hospice training and/or CHPCA certification an asset
- Psychosocial experience an asset
- MediTech experience an asset

4. 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
- Strategic Thinking: Employs a big picture, long range view of how organizational goals can/will be achieved
- Resource Management: Plans, implements & monitors effective, efficient use of resources (financial, physical, technological & human)
- Team Leadership: Inspires and motivates others; guides team members toward achievement of organization's vision and goals