



Position Description

Position Title: Hospice Nurse Manager

Date Est: November 2022

Date Revised: November 2022

Reports To: Executive Director

Position Summary:

The Residential Hospice Leader is responsible for the effective operation of the residential program in Hospice House (North Okanagan Hospice Society). The Hospice Nurse Manager will strive for and promote excellence in the delivery of interdisciplinary hospice palliative care.

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

Major Responsibilities:

Leadership:

- Provides leadership for clinical practice by seeking out and identifying best practices in patient care, ensuring the appropriate structures, system processes, and culture are in place to facilitate ongoing development of a best practice model of care.
- Evaluates effectiveness of care provided and seeks mechanisms to ensure that standards are met consistently. Responds to patient care issues and public concerns in a supportive and goal-oriented manner, facilitating communication to affect positive outcomes.
- Facilitates and directs the development, implementation, and evaluation of hospice strategic goals and objectives, standards and policies, ensuring consistency with the established standards and objectives of the service.
- Acts as a change agent within the service, fostering an environment of innovation and critical thinking.
- Participates and ensures the development and implementation of quality improvement and risk management initiatives for Hospice care services in accordance with NOHS, regulatory and contractual standards and processes.
- Analyzes current trends and data in Palliative End of life care related to the provision of accessible, comprehensive, efficient, and effective service/care.
- Participates, as part of leadership team, in coordinating the utilization of shared resources including services, equipment, and space with other departments and/or sites.



- Collaborates with interdisciplinary team members internally and externally in planning and provision of effective and efficient care within palliative end of life portfolio to support the achievement of operational and strategic objectives of the residential program.
- Maintains a positive and productive work environment respecting the value of an interdisciplinary team approach to the provision of health services. Promotes the creation of a quality work environment.
- Shares information and participates on committees to develop and implement best practices throughout the organization Represents organization on a variety of internal and external committees as required.
- Participates in Leadership Team On-Call roster and schedule.

Human Resources:

- Directly involved in the recruitment, hiring, disciplining, and terminating of unionized staff as required. Provides mentoring and coaching to staff, completes performance evaluations and prepares staff development, training and succession plans.
- Administers collective agreement and represents the employer in the grievance process, on various union/management committees, and during essential service situations.
- Identifies the educational needs of staff in the provision of direct patient care. Ensures the appropriate mechanisms are in place to support staff in the provision of quality patient care. Communicates with educational personnel regarding identified needs and collaboratively plans the opportunities for professional development.
- Oversees and coordinates team in staffing, scheduling and vacation planning.
- Analyses current trends and data relating to the provision of accessible, comprehensive, efficient, and effective service/care. This includes sick time, overtime, casual utilization, WCB, turnover, staff mix, vacation utilization, and vacancies.

Care Coordination:

- Responsible for the day-to-day operations and quality client care.
- Reviews referrals and ensure timely admissions and discharges in coordination with care team, IH partners, and other relevant multidisciplinary team members.
- As an integral member of the site management team, participates in decision-making - particularly in matters related to health and safety, resident care, financial, and human resources management.



- Ensures that there are effective communication systems in place for staff, clients and families

Safety and Compliance:

- Ensures workplace safety.
- Responsible for the Occupational Health, and Safety Program
- Responsible to ensure Licensing and Legislation requirements are met
- Leads response in emergency procedures in conjunction with the ED as required

Budget and Financial:

- Maintains fiscal accountability by collecting and monitoring necessary fiscal and utilization data and analyzes data appropriately. Ensures effective use of resources in the service area. Provides input into budget, monitors the budget(s), identifies variances, and takes corrective action as required to maintain expenditures within the approved budget(s).
- Perform all other duties as required.

Direct Reports:

- Unionized staff
- Practicum Students

Qualifications: Education, Training and Experience

- Bachelor's 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 and Midwives (BCCNM)
- Victoria Hospice training and/or CHPCA certification preferred
- Psych/social experience an asset.
- Computer literacy in a Microsoft Windows environment including Excel required.
- Knowledge of financial management required.
- Knowledge of Electronic Health Records such as 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