



**IDENTIFICATION**

Department	Position Title	
Northwest Territories Health and Social Services Authority	Regional Supervisor, Long Term Care	
Position Number(s)	Community	Division/Region(s)
67-10352	Fort Smith	Continuing Care Services/Fort Smith

**PURPOSE OF THE POSITION**

Reporting to the Regional Manager, Continuing Care Services, the Regional Supervisor – Long Term Care (LTC), provides clinical and professional leadership for the Northwest Territories Health and Social Services Authority's (NTHSSA) Northern Lights Special Care Home (NLSCH). The Regional Supervisor, LTC is accountable for the prudent utilization of human, fiscal and other organization resources to meet demands for service delivery in Resident Care in the NLSCH.

The over-arching purpose of this position is to ensure that all residents at NLSCH receive equitable and appropriate access and quality of service provision from the practitioners operating within the Northwest Territories Health and Social Services Authority (NTHSSA).

**SCOPE**

The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of Hay River and Tłı̄chǫ regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-aboriginals. Health and social services includes the full range of primary, secondary and tertiary health services and social services including family services, protection services, care placements, mental health, addictions, and developmental activities, delivered by more than 1,400 health and social services staff.

While the Tłı̄chǫ Community Services Agency (TCSA) will operate under a separate board and Hay River Health and Social Services Agency (HRHSSA) will in the interim, the NTHSSA will

set clinical standards, procedures, guidelines and monitoring for the entire Northwest Territories. Service Agreements will be established with these boards to identify performance requirements and adherence to clinical standards, procedures, guidelines and policies as established by the NTHSSA.

Under the direction of the Minister of Health and Social Services, the NTHSSA is established to move toward one integrated delivery system as part of the government's transformation strategy.

The NTHSSA – Fort Smith Region is responsible for the effective delivery of Primary and Emergent Health Care and Social Services to approximately 2,500 residents of the Town of Fort Smith and the surrounding area. Fort Smith has one type C health facility and a 28 bed long term care home.

Located in the Fort Smith Region, the Regional Supervisor, LTC, reports directly to the Regional Manager of Continuing Care Services, Fort Smith Region. The Supervisor manages and oversees professional and support staff in the provision of direct health care services within the NLSCH, Continuing Care Services Department. This position directly supervises Licensed Practical Nurses, Resident Care Aides and Relief Resident Care Aides.

The Incumbent ensures that individual resident care needs are correctly addressed and that adequate staff, equipment and supplies are available to meet the needs of the residents. He/she ensures that all tasks completed meet the standards and requirements for safe and secure resident care in accordance with the standards, guidelines and scope of professional nursing practice; the policies and procedures of the NTHSSA; Accreditation Canada Standards; and required Organizational Practices.

The Regional Supervisor, LTC, located in the NLSCH, is responsible for the provision of overall resident care within NTHSSA's Northern Lights Special Care Home. The Supervisor is a member of the Continuing Care Services Team who plans, implements, and evaluates the provision of a comprehensive resident care program. The incumbent provides guidance and leadership for NLSCH staff, acting as a visionary and inspirational role model for the promotion of excellence in the provision of Continuing Care services. The Supervisor ensures that decisions are made in conjunction with extensive consultation and conferencing involving all affected team members and ensures the decisions are consistent with Continuing Care Services Best Practices.

A critical component of this position involves the development of collaborative working relationships and linkages with the internal and external agencies and organizations who share in the common goal of quality health service delivery. These agencies and organizations include but are not limited to: Residents/Clients, General Public, Staff of the NTHSSA, Medical Staff, Department of Health and Social Services, Town of Fort Smith and other Health and Social Services Regions within the NTHSSA.

## **RESPONSIBILITIES**

### **1. Supervises the provision of healthcare services within the NLSCH to ensure quality client care according to the collective agreement, Federal and Territorial legislation, Authority policy and procedure and ensures Continuing Care services are operating efficiently and equipped with required Human Resources.**

- Ensures that Best Practices are maintained.
- Ensures that all NTHSSA policies and procedures are followed and reviews, revises and implements procedures relevant to NLSCH.
- Plans, organizes and supervises day to day Continuing Care services in the NLSCH including assisting clients to achieve their optimal level of health and independence.
- Ensures adequate and appropriate staffing availability for service delivery.
- Ensures Clinicians are assigned appropriate administration time to include meetings, committees, education, etc.
- Ensures that staff has access to appropriate clinical resources.
- Ensures appropriate resources are utilized in the provision of quality client care services to include the multidisciplinary team.
- Ensures appropriate utilization of the Multidisciplinary Team resources to include Social Work, Nursing, Medical Staff, Public Health, Social and Mental Health Services Rehabilitation Services and any other professional service able to assist or provide optimum care to the residents.
- Promotes and facilitates effective working relationships between the Multidisciplinary Team, Community and Territorial Stakeholders, utilizing effective communication and conflict resolution skills.
- Collaborates with the Quality Risk/Safety personnel, Occupational Safety and Infection Control staff to ensure that management for programs for LTC are maintained under current professional standards of care and the recommended accreditation standards.
- Develops and monitors QA indicators with goals, interventions and evaluation of same clearly identified
- Acts in a manner consistent with the Professional Code of Ethics, and position responsibilities and standards of practice.
- Encourages and facilitates effective working relationships within the NTHSSA and the Community, utilizing effective communication and conflict resolution skills.
- Promotes good public relations with clients, families, staff, physicians and external agencies.
- Advises the Regional Manager, Continuing Care Services regarding activities and potential areas of concern.
- Provides reports, documents and statistical information to NTHSSA as requested.

**2. Provides guidance, direction, and leadership to NLSCH Staff to promote excellence in the provision of Continuing Care services.**

- Monitors clinical practice and implements competency measures or tools to ensure consistency in providing safe client care.
- Develops plans for assessment and referral of individuals requiring additional care or reassessment for current level of care.
- Develops a system for regular up-dating of Client Assessments and Care Plans.
- Schedules and facilitates regular staff meetings to provide updates, new policies and procedures and to ensure staff is kept current in the NLSCH's operations and requirements.
- Monitors demand and use and adjusts resource allocation according to the statistical data.
- Uses Ormed application as required by the facility.
- Assists staff with use of electronic medical record
- Ensures service delivery is accomplished through evaluation of actual Resident/Client service.
- Develops an Orientation Plan and delivers the orientation to new NLSCH staff.
- Employs expert coaching, mentorship and role modeling to guide and motivate staff.
- Promotes continuing education for staff and assists staff in developing professional work plans. Ensures staff has required Certification/Licenses.
- Initiates workplace accident investigations and documents WSCC occurrences in accordance with policies and procedures.
- Provision of emergency plans and procedures with periodic testing of same to ensure the safe evacuation of the Home in case of fire, electrical failure, etc.
- Utilizes conflict resolution techniques when dealing with challenges with Clients and/ or between Staff.
- Facilitates and fosters active communication, collaboration and linkages between the NLSCH and key Stakeholders within and outside the Community.
- Maintains a thorough network of support Agencies.
- Deals with conflicts or complex problems with clients, families and/ or between staff.
- Ensures orientation of new employees and reviews pertinent information for provision of service.
- Ensures all Staff; LPN's and RCA's are kept current in Continuing Care Services Practice Guidelines and ROPs.
- Participates in assisting and guiding staff to develop short and long term goals for the advancement of their careers.
- Completes staff performance appraisals in a timely manner in keeping with the collective agreement and/or Authority policies.
- Reviews and authorizes overtime and leave applications.
- Is knowledgeable and articulate in the professional scope and standards of practice.
- Disseminates and implements latest evidence-based practices to Staff to facilitate quality outcomes.
- Liaises within Health Region and with other agencies and support groups at

territorial, regional and community levels to advocate health and social services environments that are conducive to ethical practices.

- Chairs and/or actively participates on required Regional and Territorial committees.
- Acts as the Regional representative on Territorial committees as assigned.

**3. Maintains Human Resources Management within the Continuing Care Services Program of NLSCH and organizes resources in accordance with the NTHSSA, and the NWT policies, procedures and practices to ensure goals and objectives of the Authority and the Department are achieved.**

- Evaluates, modifies and adapts staffing complements to meet emergencies and changing situations while maximizing Staff competencies, training and experience.
- Establishes and maintains a positive and effective working environment which encourages maximum development, motivation and retention of Staff.
- Collaborates with the Human Resources Department in Staff recruitment, application review, interviews and selection of qualified and suitable Staff.
- Plans, implements and evaluates orientation programs specific to the Continuing Care Services at NLSCH.
- Schedules and assigns Staff in alignment with the Collective Agreement, Continuing Care Services Standards, and departmental budgets to achieve maximum efficiency, safety and quality.
- Completes probationary and annual performance appraisals of Continuing Care Services, NLSCH Staff as per NTHSSA policy.
- Initiates corrective and/or disciplinary action as required for direct report Staff per Human Resources and Labor Relations guidelines.
- Facilitates regular staff meetings and other forms of Staff communications on a monthly and as required basis.
- Plans, implements and evaluates the Orientation Program for the Continuing Care Services Program.

**4. Monitors the overall performance and compliance of the Continuing Care Services of NLSCH with best practice guidelines, program standards and policies and procedures while continuously contributing to a culture of Resident/Client/Staff safety.**

- Establishes and reviews NLSCH goals, objectives, standards and procedures on an annual basis.
- Develops and implements performance monitoring and metrics and completes auditing.
- Analyzes, designs, coordinates, and evaluates programs on an ongoing basis in response to Community needs and issues.
- Monitors compliance with NTHSSA policies and procedures and NWT standards
- Identifies the need for new policies and practices; initiates their development and provides leadership in implementation and evaluation of guidelines, professional standards and policies that impact Continuing Care Services, NLSCH.
- Advocates for professional standards of practice using organizational and political processes.

- Analyzes and evaluates Continuing Care services in order to ensure the provision of quality Care is consistent with Canadian Hospital Accreditation Standards.
- Collaborates with NTHSSA representatives to annually review existing Authority policies, procedures, best practices and other support initiatives to guide healthcare practitioners in meeting standards of practice, and makes recommendations for improvement.
- Collects, analyzes and prepares reports on Continuing Care Services statistics for Senior Management and/or Department of Health and Social Services.
- Evaluates Continuing Care Services in accordance with recommended standards.
- Maintains the Continuing Care Services library with current resources.
- Monitors and maintains standards as established by Occupational Health and Safety and Infection Control Committee.

#### **5. Manages the fiscal resources of the Continuing Care Services, NLSCH.**

- Monitors monthly budget and purchase reports.
- Monitors and maintains equipment, inventory and supply levels.
- Reviews departmental expenses and completes monthly variance reports.
- Identifies and analyzes equipment and supply requirements for Continuing Care Services, NLSCH.
- Identifies required capital items and recommends the purchase of capital equipment.
- Approves the purchase of NLSCH, Continuing Care Services supplies to include medical, pharmaceutical, surgical, and clerical supplies.
- Maintains Staffing schedules to ensure appropriate use of resources and safe staffing levels.
- Schedules and approves leave for NLSCH staff while ensuring safe staffing levels are maintained.
- Approves staff PeopleSoft entries and updates Schedulesoft program as required
- Assists in the development of the annual budget for the NLSCH, Continuing Care Program.
- Remains up to date with use of electronic medical record

#### **6. Additional Responsibilities**

- Directly supports and is involved in any incident investigation involving long term care services.
- Holds regular staff meetings and records minutes of the meetings
- Responsible and accountable for the management, variance reporting and planning of assigned budgets.
- Responsible for orientation, training, performance review, and development of program staff
- In conjunction with Fort Smith Region Management team and NTHSSA specialist develops and implements standard operating procedures and operations guidelines in respect of the subject matter for which the position is responsible
- Leads and manages the compilation of subject matter reports to support the sufficient operation of the Fort Smith Region and NTHSSA requirements

- Provides leadership and expertise by actively participating and /or leading regional meetings and program committees

## **WORKING CONDITIONS**

### **Physical Demands**

There are various physical demands in this position. The position does require long periods of sitting at a desk and computer within a typical office environment.

There are significant physical demands associated with this position if supervisor is assisting with frontline needs including heavy lifting and moving of residents which puts stress on the back another parts of the body. The incumbent must be diligent about the practices and procedures used to ensure the safety and security of themselves, their residents and family members. The incumbent must spend much of his/her time walking, standing or lifting and will often be required to work in awkward positions while providing health care and/or monitoring the provision of nursing services. Lifting of 50 lbs. is not uncommon in day to day activities.

### **Environmental Conditions**

This position works within a clinical setting and on occasion will have exposure to infectious diseases. Extensive use of a computer requires appropriate lighting and ergonomic seating. Duty travel by air may occur several times a year.

The Care home environment can be stressful for residents, staff and visitors, and the incumbent may encounter people in difficult and dangerous situations and be required to react in a safe and efficient manner. The incumbent must perform all duties and model all procedures with attention to hygiene, safety and security of themselves, their residents and family members. The elderly and disabled can also place additional demands on the incumbent due to their age and condition.

### **Sensory Demands**

Sensory demands are as expected in an office type setting. Accuracy is critical particularly in completing reports and statistics.

### **Mental Demands**

Within the health profession there is significant lack of control over the work load, with frequent interruptions that can result in continually evaluating and shifting priorities that may lead to mental fatigue or stress. The incumbent must concentrate for long periods of time and be able to prioritize and communicate demands from department and clients. The incumbent is faced with stress from dealing with clients and family members and general public who may be in difficult situations and be very demanding. The incumbent is faced with stress associated with managing human and fiscal resources. Stress is also caused by the need to balance administrative, supervisory and patient care services and functions.

Residents within the NLSCH are long term patients where the facility is the resident's home. As a result, the resident care coordinator has the opportunity to develop relationships with the resident and the residents' family. Continuing Care Services clients may be especially demanding causing stress; family members can be demanding and lacking the understanding of the limits of the care facility. The Regional Supervisor LTC is required to support a peaceful and dignified death of these residents that may cause significant emotional stress.

The Regional supervisor LTC is expected to remain calm, controlled and professional regardless of the situation and demonstrate care and compassion to the staff, residents, family and other members of the health care team.

High turnover rates and the need to properly staff the facility, along with the difficulty to recruit qualified staff leads to mental anguish, stress and fatigue which occurs on a daily basis.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Management Skills - Knowledge and ability to manage a busy Continuing Care Services, NLSCH. Advanced knowledge of services, policy development, and program planning and budgeting. Demonstrated human resource, organizational and financial management skills.
- Industry Awareness - Knowledge of current Continuing Care Services trends and the ability to promote high standards of clinical practice, education, and administration. Broad knowledge base of program and service delivery, especially in Continuing Care Services.
- Communication Skills - Ability to communicate and work effectively with clients, colleagues, the public and community agencies.
- Results Orientated - Demonstrated ability to produce results and function in a team-based setting.
- Mediation/Negotiation Skills - possesses knowledge of adult learning principles in order to provide effective guidance, mentorship and training.
- Ethical decision-making Skills - coaching, communication and interpersonal skills. Ability to evaluate and provide possible creative solutions to everyday work processes.
- Quality Improvement Awareness - Ability to develop and implement quality assurance systems to evaluate and enhance program and staff performance.
- Strong Communication and Interpersonal Skills - Knowledge of and ability to network resources within and outside the Fort Smith Health Centre Services, in order to ensure support of patients and their families.
- Cultural Awareness and Sensitivity - Knowledge of the culture and tradition of Northern Peoples from the community of Fort Smith and other communities served by the Health Centre.
- Decision Making Abilities - Ability to use sound judgment and demonstrated critical thinking and analytical skills.
- Research Skills - Ability to analyze, interprets, and utilizes research.

- Computer Literacy Skills - Knowledge of and ability to operate a desktop computer and word processing applications (i.e. Microsoft Word) in order to complete reports, develop spread sheets, send and receive electronic mail and use the internet to conduct on-line research.

**Typically, the above qualifications would be attained by:**

The successful completion of a Baccalaureate of Science Degree in Nursing, and at least 3 years of clinical practice in Continuing Care Services and 2 years of supervisory or management experience required.

**ADDITIONAL REQUIREMENTS**

**Fort Smith Regional Requirements**

Within the Fort Smith Region, Registered Nurses must be registered with the RNANT/NU and have successfully completed a criminal records check. The Registered Nurse working in the Long Term Care Department must be able to acquire within a reasonable time frame and remain current with the following training and/or certification:

- WHMIS
- TLR
- Safe Supervisor Training
- Supportive Pathways
- CPR
- Venipuncture
- Safety Mask Fit Testing
- Infection Control Standards

**Position Security** (check one)

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

**French language** (check one if applicable)

- French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B)  Intermediate (I)  Advanced (A)

READING COMPREHENSION:

Basic (B)  Intermediate (I)  Advanced (A)

WRITING SKILLS:

Basic (B)  Intermediate (I)  Advanced (A)

- French preferred

**Aboriginal language:** To choose a language, click here.

- Required
- Preferred