

DIRECTOR OF CARE (RN)

Full time clinical leader in palliative residential care

Start date: February 2024

Posting: # 2023-16

Reports to: Executive Director

The Director of Care reports to the Executive Director at Hospice Wellington. This is a key senior management role providing oversight to the Residential Team. The Director of Care (DOC) requires a strong commitment to the position. The DOC is primarily responsible for providing overall leadership and management of interdisciplinary (10 bed) hospice residence services following the Model Guide to Hospice Palliative Care and advancing evidence-informed best practice in palliative care. The incumbent will continue to uphold and build a culture of excellence, continuous learning, and compassionate care, creating a home for those on an end-of-life journey and an employee workspace full of inclusion, dignity and respect.

RESPONSIBILITIES

Leadership/Management

- Provide direction and oversight to the residence staff team ensuring a holistic, continuum of care approach in the delivery of service to clients and caregivers
- Ensure the alignment of all programs with the Mission, Vision and Values of Hospice Wellington
- Promote a culture of interdisciplinary teamwork, including volunteers, focused on client centred approaches
- Integrate with the community services team to bring expanded psychosocial, spiritual and emotional supports to clients and families in the residence
- Contribute within the management team in development of strategic directions and operational policies/procedures
- Function as clinical liaison on behalf of the residence services with all inter-professional and allied health collaborative partners including Home & Community Care, Primary care and palliative providers.
- Participate in systems level planning tables as required

Program Quality and Evaluation

- Develop, recruit and manage an effective and efficient interdisciplinary palliative care team
- Collaborate to create a continuous improvement strategy to ensure all best practice clinical standards, policies and procedures to best meet the needs of the clients
- Work to achieve and meet HPCO accreditation standards for hospice residence care
- Provide clinical oversight and guidance as needed

- Create opportunities for the continuous professional development of the team
- Ensure a safe working environment through risk management, health and safety protocols, and infection control standards
- Work with the Executive Director to identify key performance measures and implement the data collection and reporting system
- Apply a Quality Improvement approach to care planning, clinical records, data reporting, and client satisfaction standards

RESPONSIBILITIES COMMON TO ALL HOSPICE STAFF

- Demonstrate commitment to continuously improving professional excellence.
- Participate in translating the Hospice vision into successful outcomes through involvement in all the processes and activities.
- Ensure awareness and maintenance of best practices and standards for all HW activities.
- Develop and maintain positive relationships with partners and the wider community, as appropriate.
- Mentor, teach and encourage a collegial atmosphere for all staff.
- Incorporate and strengthen a team based working environment that empowers staff to be collectively responsible for ensuring HW achieves its mission.
- Contribute to overall operations by embracing change and innovation ensuring excellence in client services.

QUALIFICATIONS AND EXPERIENCE

- BScN, registered in good standing with the College of Nurses of Ontario
- Canadian Nurses' association Certification in Hospice Palliative Care (CHPCN(C))
- 5-10 years experience working in hospice palliative care
- Some experience with budgeting an asset
- Minimum 5 years health care leadership experience including supervision and management of teams, past experience as a Director of Care is a bonus

SKILLS AND ATTRIBUTES

- Excellent communication skills, which include; courtesy, tact, discretion, providing detailed explanations, interpretation and diplomacy
- Strong decision making and problem solving skills
- Demonstrated ability to handle conflict management, coaching and team building
- Project management skills to coordinate and implement complex cross-functional processes including scheduling, Electronic Medical Records, continuous staff recruitment and development
- Ability to manage time and quality pressures.
- Self motivated, committed, very organized and sensitive to the needs of staff and clients.

COVID-19: Proof of full vaccination is required as well as the ability to continue to maintain compliance with vaccination policy.

Vulnerable Sector Check: Required

What We Offer:

- A positive, supportive and inclusive work environment
- Working within a collaborative environment of staff and volunteers who are dedicated to the mission and vision of Hospice Wellington
- Ongoing training and development opportunities
- Excellent Extended Health & Dental Benefits, Life Insurance and LTD
- Access to Employee Assistance Program (EAP)
- Paid time off

As an equal opportunity employer, Hospice Wellington is committed to employment accessibility, diversity, equity and inclusion. For this reason, we encourage applications from members of equity-seeking groups including women, racialized and indigenous communities, persons with disabilities, and persons of all sexual orientations and gender identities/expressions.

Accommodation is available during all aspects of the recruitment process. If you require accommodation, please make your request known when contacted.

Please submit your resume in confidence to **Attention: Hiring Committee** by **November 17th, 2023**, to Kelly.houghland@hospicewellington.org

We thank all applicants for their interest; only those who are selected for an interview will be contacted.