



POSITION DESCRIPTION

Job Title: Supervisor of Resident Care

Reports to: Director of Resident Services

JOB PURPOSE

St. Joseph's Hospice Resource Centre of Sarnia Lambton (Hospice) is a faith-based, charitable, not-for-profit organization that provides quality of life at the end of life, offering compassionate, holistic care and support to individuals living with a terminal illness. Support is extended to their family members and caregivers, and to those grieving the loss of a loved one. Hospice programs and services are offered at no cost to those we support, and are available irrespective of age, gender, religion, race, ethnicity or economic status.

Whether in the community, our Resource Centre, or our 10-bed Residence, Hospice provides specialized support programs and services with a person-centered approach. Individuals and families are intimately involved in creating their own care plan that addresses their unique needs.

Our competent and committed Hospice staff and volunteers work together as a team with other community partners and service providers to provide full support and quality Hospice Palliative Care.

DUTIES AND RESPONSIBILITIES

- Creates a welcoming, physically, and emotionally safe, relationship-building environment for residents and their families/care partners in collaboration with the interdisciplinary care team.
- Responsible for Clinical Practice supervision in the day-to-day clinical operations.
- Provides clinical expertise and educational support to the care team relating to Hospice Palliative and End of Life Care.
- Supervises quality palliative care to residents in accordance with HPCO, CHPCA, and CNO standards and in accordance with the OPCN Care Competency Framework.
- Supports recruitment process including interviews, reference checks and development of orientation schedules in collaboration with the Director of Resident Services.
- Coordinates a comprehensive onboarding/orientation plan and provides regular clinical practice and educational support to new team members in the probationary period.
- Assists with development of personal development plans during on-boarding and annually.
- Monitors performance through core competency reviews of team members in achieving standards of practice in collaboration with the Director of Resident Services.
- Assists with development of performance improvement plans as needed.
- Plans, prepares, and facilitates clinical learning opportunities and education using adult education and best practices.
- Ensures resident care plans are completed in a timely manner, are based on individual resident goals, best practice guidelines, and the fundamental principles of hospice palliative care established by the Canadian Hospice Palliative Care Association; and are followed.



- Completion of regular audits in the Residence and leads meetings with the care team to communicate findings and explore opportunities for improvement.
- Acts as a patient and family resource through daily rounding with residents and/or families.
- Facilitates clinical rounds and daily huddles with clinical staff.
- Provides clinical supervision, mentoring, coaching and leadership to members of the care team.
- Participate in committee meetings as directed by the Director of Resident Services.
- Review incident reports and resident care complaints with the Director of Resident Services to identify and implement quality improvement strategies.
- Primary liaison between the Residence Quality Committee, the Director of Resident Services, and the Executive Director.
- In conjunction with the Residence Quality Improvement Committee and Director of Resident Services, develop and implement a yearly Quality Performance Improvement Plan (QPIP). Monitor and analyze the results of quality measurements and recommend solutions/changes to improve resident care.
- Assist the Director of Resident Services to meet benchmark targets related to client satisfaction, staff satisfaction and quality improvement plan.
- In conjunction with Director of Resident Services, supports the development and maintenance of a Risk Management program.
- Ensure the ongoing maintenance of equipment, in collaboration with staff. Facilitate training as needed.
- Conducts periodic chart reviews to ensure compliance and consistency with established policies and procedures.
- Assists in the development and/or revision of Hospice Clinical Policies and Procedures.
- Oversees management of e-learnings by assigning Surge Learning as required to the Residence team.
- Promotes the safety of residents, family, visitors, staff and volunteers by ensuring that safety programs are in place, available for review, incorporated into information protocols and evaluated regularly.
- Participates on Joint Health & Safety Committee as needed.
- Responsible for Hand Hygiene and PPE audits
- Promotes staff well-being through mental health education, debriefing, and other supports.
- Works with staff to ensure compliance with all Health and Safety Program guidelines, polices, and procedures.
- Operates in compliance with Public Health, Ministry of Labour and Occupational Health and Safety Act.
- Maintains nursing supplies inventory by anticipating needed supplies.
- Liaison with Community Partners as needed (i.e. Hogans Pharmacy, Pro Resp, Home and Community Care, Lambton College).



- Coordinates and supports student placements in the Residence and/or job shadowing experiences.
- Other duties as assigned.

QUALIFICATIONS AND SKILLS

- RN, BScN, (preferred)
- Experience in Hospice Palliative Care (mandatory)
- Registered in good standing with the College of Nurses of Ontario
- Fundamentals of Hospice Palliative Care Education
- Comprehensive Advanced Palliative Care Education (CAPCE) (preferred)
- LEAP – Learning Essential Approaches to Palliative and End-of-Life Care and/or Sound knowledge of Pallium Standards (preferred)
- Canadian Nurses Association Certification in Hospice Palliative Care Nursing (preferred)
- Excellent project management and administration skills
- Strong interpersonal skills
- Strong problem-solving skills
- Work well under pressure; able to meet demanding deadlines with a calm manner
- Excellent written and communication skills
- Strong computer skills
- Patience and coaching skills
- Demonstrated relationship management skills consistent with the Mission, Vision and Values of Hospice

Job Type: Full-time

Salary: \$44.24-46.90 per hour

Schedule: Monday to Friday, 8:00 am-4:00 pm

Benefits:

- Company events
- Healthcare of Ontario Pension Plan (HOOPP)
- Dental care
- Disability insurance
- Employee assistance program
- Extended health care
- Life insurance
- Paid time off
- Tuition reimbursement
- Vision care

As a condition of employment, you are required to submit proof of COVID-19 vaccination to Hospice and are required to comply with any health and safety procedures implemented by Hospice, Lambton Public Health and Ministry of Health, such as mandatory masks and use of necessary Personal Protective Equipment (PPE) where required.



Hospice is an equal opportunity employer, and we will accommodate candidate needs under the Ontario Human Rights Code. Upon individual request, hiring processes will be modified to remove barriers to accommodate disabilities. If you require accommodations to fully and fairly participate in the interview and selection process, please notify the Executive Director, Kelly Chartrand at kchartrand@sjhospice.ca if you are selected for an interview.

Interested applicants, provided they meet the eligibility criteria, are invited to submit a cover letter and resume to:

jobs@sjhospice.ca

Subject Line: Supervisor of Resident Care

This posting will remain open until a qualified candidate is selected. We thank all applicants for their interest; however, only those selected for an interview will be contacted.