



Hospice Care Ottawa Manager of Care

Hospice Care Ottawa is a community-based charitable organization whose mission is to accompany and support individuals, and their families, through their end of life journey by providing compassionate, high quality care. Hospice Care Ottawa programs include day hospice, home support, family support, and residential hospice services. Hospice Care Ottawa delivers these services at four sites: May Court Hospice, Central West Hospice, La Maison de l'Est, and Ruddy-Shenkman Hospice. We rely on and value the contribution of over 1000 volunteers who contribute to every aspect of our programs. Hospice Care Ottawa is looking for people to work in a supportive integrated environment who are committed to supporting the highest quality palliative care.

General Description:

The Manager of Care, under the direction of the Executive Director, and as a member of the Senior Leadership Team, oversees the day to day management and delivery of quality hospice services in our Residences. The Manager is responsible for program development, planning and policy development, quality assurance, risk management, financial and human resource management and education for client care staff at both our May Court Hospice site and our Ruddy-Shenkman Hospice site.

Position Requirements:

- Current Registered Nurse Certificate of Competence issued by the College of Nurses of Ontario.
- Baccalaureate degree or equivalent
- Master's degree in Nursing, Education, or Health Administration preferred.
- Certificate in Hospice Palliative Care (HPC) Nurse or commitment to pursue.
- At least three years of clinical experience in hospice palliative care.
- Two years management experience including leadership, administration, supervision of staff, program development/evaluation, risk management, health & safety.
 - Positive approach to service and a demonstrated capacity for empathy.
 - Knowledge and experience in working with palliative clients and their families.
 - Experience working with volunteers involved in many aspects of care
 - Experience working in a unionized environment
 - Experience in conducting program evaluation
- Knowledge of interdisciplinary care processes, commitment to team work, and ability to collaborate effectively.
 - Experience working with a wide variety of community service providers.



- Consultative team-based management style and strong problem-solving skills.
- Effective verbal and written communication and ability to provide clear direction.
- Ability to work independently, exercise sound judgement, make appropriate decisions, and accept responsibility for outcomes.
- Excellent organizational skills.
- Self-motivated, results oriented, personable, well organized, diplomatic, strong verbal and written communications skills, and the ability to handle multiple tasks
- Excellent and persuasive communicator with staff, the Board, residents and family, the community, government and Health Care industry
- The ability to work flexible hours and to commute between various hospice locations in Ottawa.
- Strong computer skills (Word, Excel, Access, PowerPoint, and Outlook).
- Valid Driver's License and use of reliable vehicle
- Provision of Police Record check.
- Bilingualism (English/French), written and verbal is an asset.

Key Responsibilities:

1. Program Management

- Oversees referral and placement of new admissions, liaising with physicians, Bruyere, LHIN Home and Community Care etc. as needed
- Manages assigned programs and ensures the development, currency and implementation of protocols, policies and procedures related to clinical roles in the Home Support, Day Hospice and Residence programs.
- Carries out the review, evaluation and adjustment to care programs to ensure an optimum level and quality of service delivery that best meets the needs of clients and their caring community members.
- Delegates but maintains overall responsibility for staff scheduling, on-call coverage, referrals, admissions and discharges.
- Implements appropriate policies and procedure to ensure confidentiality of client information, and the maintenance of proper record keeping and filing.
- Provides leadership to teams
- As a member of the senior leadership team of Hospice Care Ottawa participates in public relations and speaking engagements to increase and enhance the image and operations of the Hospice with the various publics. Also participates in Hospice Care Ottawa events and champions hospice programs and issues.
- Keeps up to date with best practice guidelines for all programs under her or his direction.



- Manages staff to ensure good communications with other professionals and groups involved in the care of the terminally ill and the bereaved.

2. Human Resource Management

- Manages the development and implementation of training for assigned staff and works with the education committee to provide regular education sessions for staff and volunteers.
- Manages the work of direct reporting staff and provides advice, guidance and support to enhance their contribution.
- Works with Manager of Volunteer Services to support client care volunteers.
- Leads regular meetings with staff to discuss clients and families who are being followed by the Hospice and to ensure ongoing staff support and development.
- Works with educational institutions to provide meaningful student placements in accordance with the policies and guidelines of the Hospice.
- Ensures work plans and goals are set with individual staff.
- Undertakes or ensures probationary and annual evaluation of staff.

3. Financial Management

- Prepares budget estimates within area of responsibility
- Monitors and reports on financial performance
- Takes corrective action as required.

6. Planning and Development

- Develops and establishes annual and long-term goals and objectives to fulfill the mandate of the clinical programs.
- Reports on Programs and provides statistics to indicate performance against objectives.
- Keeps abreast of needs within the community and emerging trends and best practices in the Palliative Care sector.
- Supports the collaboration of Hospice with existing community Palliative Care programs by participating in discussions with the various Palliative and Health Care institutions and professional associations.

7. Performs other related duties as is necessary to meet the requirements of the position.



Reporting relationship:

1. Reports to the Executive Director
2. Supervises program team leaders and oversees management of all staff involved in direct hospice care
3. Under the general direction of the Executive Director, maintains collaborative relationships with the Champlain Local Health Integration Network (LHIN), Bruyère Continuing Care, community physicians and affiliated palliative and health care organizations, and with the public.

Key Performance Indicators:

1. Executes mandate within approved budgets
2. Keeps up to date with changing trends in the Health Care environment as it impacts on hospice palliative care
3. Provides staff with opportunities for development and growth, and fosters team work

Position Type:

This is full time permanent position. Position reports directly to the Executive Director. Salary is commensurate with experience.

Closing Date: February 22, 2019 noon. *Only those eligible for an interview will be contacted*

Please send a cover letter and resume to:

Lisa Sullivan

Executive Director

Hospice Care Ottawa

114 Cameron Avenue

Ottawa, Ontario, K1S 0X1 Email lisa.sullivan@hospicecareottawa.ca

Disclaimer

The above statements are intended to describe the general nature and level of work being performed in this job. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of this role. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed. We are an equal opportunity employer welcoming applications from individuals with diverse backgrounds. We offer a competitive salary and benefit packages for full time employees.