NON-CONTRACT ROLE DESCRIPTION

JD2649

ROLE TITLE:	Site Manager, Community Hospital	**ROLE DESCRIPTION NO.:**	00420
DEPARTMENT:	Community Hospitals	**HEABC REFERENCE NO.:**	1872393
REPORTING TO:	Site Director, Community Hospitals	**HSCIS CODE:**	04230
CLASSIFICATION:	NCEM/Range 9	**JOB CODE:**	04230MCD

ROLE SUMMARY

In accordance with the Vision, Purpose, and Values, and strategic direction of the Vancouver Island Health Authority (Island Health) patient and staff safety is a priority and a responsibility shared by everyone; as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

Reporting to the Site Director, Community Hospitals, the Site Manager is accountable for directing patient care services. This includes providing day-to-day direction for patient care delivery, operational planning, human resource deployment, financial monitoring, quality management and education. The Site Manager provides leadership in managing and implementing change and ensures an environment that supports both professional practice and alignment with the organization s culture, values and strategic direction. The Site Manager provides professional and technical guidance to clinical staff and performs highly complex and varied tasks requiring independent knowledge and application to a variety of situations as well as exercises independent judgment

DUTIES AND RESPONSIBILITIES:

1. Works closely with the Site Director in managing patient care areas. Participates in resolving interdepartmental issues.

2. Supports the access and flow of patients including the discharge planning process. Assists with Risk Management and Incident Reporting

3. In collaboration with the Site Director:

- Ensures the resources and coordinating mechanisms are in place to support an interdisciplinary approach to care.
- Promotes a collaborative, team-based approach to problem-solving that supports point-of-care decision-making.
- Establishes and maintains an environment that supports professional practice.
- Works collaboratively with practice leaders, care coordinators and nurse educators to resolve practice issues.
- Provides leadership in continually improving service in keeping with stakeholder expectations.
- Identifies and participates in the development of policies and procedures that support patient care goals within a practice governance model.
- Consults and acts as a resource to others within hospitals and community regarding patient care delivery.

4. Coordinates the activities of direct and indirect staff reports by:

- Ensuring orientation and support is available to new staff.
- Evaluating performance of direct reports to improve individual and organizational performance; takes corrective action up to and including termination in collaboration with Human Resources.

- Encouraging participation in quality improvement activities in the delivery of quality client services.
- Implementing personnel policies in accordance with the organization policies and collective agreements.
- Supporting staff participation on committees.
- Hiring, training, supervising and conducting performance appraisals for patient/client/resident Coordinators.

5. Works with partners in other Island Health programs and external agencies within the health system both locally and regionally to optimize the continuity of care for individual clients.

6. Identifies bed allocation needs and oversees patient flow to ensure safe, appropriate care and balance resource utilization and lengths of stays. Ensures Island Health meets service commitments to the community.

7. Ensures that patient care areas are maintained to prevent spread of infectious outbreaks through utilizing resources, contingency plans, and liaising with care staff and other departments.

8. Provides leadership and input for major building projects and renovations in partnership with others within the hospital and community.

9. Supports regional initiatives and values by providing leadership to staff

10. Participates in selected VIHA committees and task groups. Represents VIHA on union management committees, as assigned.

11. Performs other related duties as assigned.

QUALIFICATIONS:

Education, Training And Experience

A level of education, training and experience equivalent a Bachelor's degree in a relevant health discipline and five (5) years of relevant managerial experience. Appropriate certification, license or professional designation.

Skills And Abilities

- Excellent communication, interpersonal skills, problem-solving and conflict resolution skills.
- Demonstrated leadership ability in the context of evolving needs and skills in negotiating creative solutions.
- Ability to integrate administrative, professional and operational aspects of the service areas throughout the Vancouver Island Health Authority in an effective and efficient manner.
- Ability to develop and nurture an environment where quality improvement principles are embraced and used on a continuous basis.
- Strong management skills, particularly in staff and budget areas.
- Ability to work effectively with staff, physicians and community members.