



For over 15 years, the Baltic Properties has been specializing in designing and developing seniors-oriented health care and housing complexes across British Columbia.

Its most recent projects include commissioning seven seniors-oriented health care and housing complexes in BC. Ranging in size from 90 to 256 beds, these residences feature supportive housing, assisted living, complex residential care services, hospice/palliative care services, acquired brain injury services, and mental health and substance use programs.

The organization understands that growth is important and has just opened a new 256-bed property in Port Coquitlam, and plans to open another property in Kelowna in 2017.

Baltic Properties is currently recruiting for the following position:

Manager of Clinical Services

- Full Time
- Must be located in the Fraser Valley and be willing to travel extensively to the homes in the Interior of BC
- Please see job details below

Posting end date: **October 31, 2016**

To apply: please email your resume and cover letter to:
dea.mantel@balticproperties.ca

JOB SUMMARY:

As a valued member of the team, the Manager of Clinical Services (MCS) demonstrates a commitment to the quality of residential care by providing services in accordance with the organization's vision, mission and values.

Reporting to the Regional Director of operations, the MCS is responsible for promoting and developing evidenced based efficient and effective organization of nursing care and clinical services within the organization's homes in accordance with the Mission, Vision, Strategic Plan and Policies and Procedures of the organizations and in keeping with the relevant legislation, standards and regulatory bodies.

KEY RESPONSIBILITIES:

- In collaboration with the Regional Director of Operations, General Managers and Directors of Care, provide follow-up and support to home team members in order to ensure that care meets and / exceeds the organization's and ministry standards and



requirements.

- Provides clinical leadership and support to Directors of Care and General Managers.
- Assists in the development of compliance plans as required, and follow up on compliance survey actions in consultation with the home team members.
- Assist and coach home team members at all levels to improve processes, strategies and activities in relation to care and services, through the provision of team meetings, education / orientation.
- Promotes a positive team spirit and healthy leadership approach within the organization. Adheres to the Baltic Properties leadership expectations document.
- Leads policy revision, development, and implementation.
- Chairs monthly policy committee meetings in consultation with Directors of Care and General Managers to ensure compliance with current standards of evidence based best practices.
- Facilitates quarterly meetings amongst interdisciplinary teams; dietitians, PT/OT & social workers.
- Collaborates with leadership team members to develop and implement companywide quality improvement initiatives/programs.
- Analyzes quality indicators, Health Authority statistics, and CIHI data for benchmarking and quality improvement.
- Monitor and review adverse events to ensure resident safety and quality improvement.
- Monitors home performance on a monthly basis and collaborates with team members to identify quality successes and opportunities for improvement.
- Participates in orientating new Directors of Care and nursing team members.
- Ensure that the corporate accreditation process is monitored and meeting Accreditation Canada Standards.
- Implement and evaluate education/training programs and deliver education/training in each home/via on-line learning platform (Surge).
- Liaise with Health Authorities, Licensing and other regulatory bodies as needed
- Orientate and mentor new hires in the Director of Care positions including all expectations of the position (refer to the DOC orientation checklist).
- Review Health Authority Quality reviews, and surveys (staff and Resident/Family), licensing reports, and ensure appropriate follow up and action plans are developed.
- Prepare and present written reports as required.
- Participate in interviewing and hiring of senior managers.
- Provide on-site support in the event of an emergency/unexpected event.
- Perform other related duties as assigned.

QUALIFICATIONS:

- Graduation from an approved School of Nursing with a Bachelor's of Science in Nursing and current practicing registration in good standing with college of Registered Nurses of British Columbia (CRNBC);
- Preference will be given to candidates with a certificate of Gerontological Nursing



- 3 years related management experience and or relevant education;
- 3 years related long-term care experience and or relevant education;
- Preference will be given to those candidates with Director of Care experience;
- Preference will be given to those candidates with GPA Certification;
- Demonstrated knowledge of Legislation and Standards (including by not limited to the Ministry of Health, Accreditation Canada, Occupational Health and Safety Act, Community Care and Assisted Living Act Residential Care Regulations). Good working knowledge of provincial licensing requirements legislation, standards and programs to promote compliance with regulatory reporting requirements;
- Demonstrated knowledge of College of Nurses Standards and Practices;
- Possess intermediate computer skills, ability to develop and implement interactive, on-line education modules;
- Experience facilitating educational in-services and knowledge of the principles of Adult Learning;
- Proficient with PCC, POC, e-Learning
- Possess and understanding of RAI procedures/processes for reporting
- Multi-tasking, conflict management and excellent communication skills;
- Skilled leader and motivator;
- Valid First Aid and CPR Certificate;
- Effective verbal and written English communication skills
- Advanced preparation and working knowledge of gerontology and psycho-geriatrics, acquired brain injuries, mental health and substance use, hospice and palliative care
- Cultural education and experience preferred

WORKING CONDITIONS:

- Extensive overnight travel required;
- Must be located in the Fraser Valley and able to travel to homes located in the interior region of BC;
- Automobile with current insurance;
- Some disruptions to lifestyle resulting from extra hours' dependent on operational needs, attending meetings or responding to urgent issues;
- Sitting for meetings, computer work – major job function;
- Physically able to stand and walk for extended periods of time;
- Long periods of visual attention to figures and documents.

