

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT

(LODGES DIVISION - MACASSA LODGE – LOCATION – 701 UPPER SHERMAN AVE., HAMILTON)

SENIOR ADMINISTRATOR (LODGES)

SUMMARY OF DUTIES

Reporting to the General Manager, Healthy and Safe Communities Department responsible for fulfilling the duties of the Administrator of Macassa Lodge as well as for the overall management, administration, direction and coordination of both Long Term Care facilities under the City of Hamilton's jurisdiction (Macassa and Wentworth). Provides strategic leadership to a multi-functional workforce engaged in delivery of services for seniors. Recommends broad policies and long-range strategies in the delivery of services for seniors that align with the City of Hamilton's strategic directions.

Contribute to the advancement of long term care and social well-being by initiating, facilitating and participating in education and research activities, serving on provincial committees and planning bodies, advising government officials and participating in relevant activities of professional associations.

Participates in emergency preparedness planning, development and training. Responds to all municipal emergencies as requested.

GENERAL DUTIES

Plan, organize and direct the delivery of services at both Long Term Care Facilities (Macassa and Wentworth) by providing the appropriate linkages within the department and ensuring delivery issues and perspectives are addressed appropriately.

Participate in strategic planning and direction of the Division in keeping with Ministry of Health and Long Term Care and the Local Health Integration Network (LHIN) mandates, legislative requirements, identified community needs and the Department's and City's strategic plans.

Evaluate and report on the Division's/Section's service, financial, administrative and staff performance against internal and external benchmarks. Design and implement strategies to improve effectiveness and efficiency. Set above average standards and lead by example.

Responsible for the direction of resident services including the delivery of nursing, dietary, recreation, volunteer, housekeeping, laundry, maintenance, administration at Macassa Lodge and the coordination of resident services at both Long Term Care facilities (Macassa and Wentworth).

Use a "best practices" approach in developing and delivering quality services in a timely and cost effective manner.

Provide advisory support, strategic options, position papers and briefing material to the General Manager on issues relating to integration of services, fiscal limitations and changes to legislation with program delivery implications.

Identify and administer human resource and other requirements necessary to maintain continuous improvement of compliance programs.

Liaise and consult with government offices, community agencies and associations to develop services based on identified needs supporting health, social and residential programs.

Monitor the operations and projects within the Division to ensure safety, service quality, cost-effective and timely delivery of services, and legislative compliance.

Oversee the development of annual capital and operating budgets.

Respond to issues and queries raised by the general public, community agencies, City Councillors and Council.

Plan, develop and evaluate programs and services by responding to corporate, community, provincial or federal proposals for service initiatives, changes or enhancements.

Maintain a positive and collaborative relationship within the community and represent the Department on various committees and task forces that relate to services/programs for the Division.

Lead an effective Division/Section management team, providing coaching and advice to managers and supervisors to optimize performance. Be a champion for the City's Our People and Performance Plan.

Ensure compliance with Provincial and Federal statutes and regulations and Municipal by-laws and policies.

Participate in the overall planning, co-ordination, policy development and decision making of the Department. Assist with the preparation of the Departmental Strategic Plan, Multi Year Business Plan, Performance and Dashboard Indicators and other Corporate Initiatives.

Provide fiscal management and control through responsible administration of budget allocations. Negotiate contracts with suppliers of medical and non-medical services. Monitor the resident trust accounts and banking system.

Plan and organize the Lodges' Continuous Quality Improvement Programs identifying success measures and incorporating outcomes into the Lodges Scorecard and Business Plan.

Contribute to the advancement of long term care and social well-being by initiating, facilitating and participating in education and research activities, serving on provincial committees and planning bodies, advising government officials and participating in relevant activities of professional associations.

Provide professional consultation, including reports to Advisory Committees and Committees of Council.

Contribute to a positive corporate image by conducting annual Resident Satisfaction Survey and serving on Provincial Committees and Planning Bodies advising government officials and participating in relevant activities of professional associations.

Liaise and consult with government offices, community agencies and associations to develop services based on identified needs and support health promotion and social well being.

Participates in emergency preparedness planning, development and training. Respond to all municipal emergencies as requested.

Work in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Perform other duties as assigned which are directly related to the responsibilities of this position.

QUALIFICATIONS

1. Proven knowledge of management principles, practices and theories in the delivery of long term care home, health or service sector normally acquired by obtaining a University degree in a health or social services field. Completion of a Masters degree an asset.
2. Completion of certificate course in Long Term Care Senior Management that meets the *Long Term Care Act* requirement for Administrator preparation and qualification.
3. Progressive senior management experience in a management capacity preferably in a LTC home or a health or service sector.
4. Demonstrated knowledge, understanding and commitment to a resident-centred philosophy.

5. Highly developed analytical and business planning skills with a proven track record for long-term visioning and strategic planning.
6. Thorough knowledge and understanding of all legislation and regulations that govern the LTC home such as the *Long Term Care Homes Act (2007)*, Ministry of Labour, Health and Safety and Human Rights legislation.
7. Demonstrated competency to manage a large multi-disciplinary staff (non union and unionized) utilizing proactive management skills.
8. Highly proficient leadership and mentoring abilities, is innovative and creative, skilled at team development and achieves results by creating a positive and cooperative work environment.
9. Extensive financial management skills in developing, implementing and monitoring operating and capital budgets. Highly developed analytical and business planning skills.
10. Excellent interpersonal skills and demonstrated ability to deal with elected officials, government departments, all levels of management, staff and the general public.
11. Demonstrated commitment to promoting best practices, continuous learning, and working within an established Network.
12. Highly proficient communication skills, both verbal and written, including the ability to write clear and concise reports.
13. In accordance with the *LTC Homes Act*, the position requires a recent (within the last 6 months) Vulnerable Sector Screening Check

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.
