

# CITY OF HAMILTON

## HEALTHY & SAFE COMMUNITIES DEPARTMENT (MACASSA LODGE – RESIDENT SERVICES - LOCATION - 701 UPPER SHERMAN AVE.)

### SUPERVISOR, RESIDENT SERVICES

#### SUMMARY OF DUTIES

Reporting to the Administrator, Lodges the Supervisor of Resident's Services supervises and coordinates the provision of Therapeutic Recreation, Pastoral Care, Volunteer Services and Adult Day Program Services in accordance with the Ministry of Health and Accreditation standards.

#### GENERAL DUTIES

Coordinates the provision of Resident Services for Macassa Lodge including Therapeutic Recreation, Pastoral Care, Volunteer Services and Adult Day Program Services in accordance with Ministry of Health and Commission on Accreditation of Rehabilitation Facilities (CARF).

Ensures the provision of an Adult Day Program in compliance with Ministry of Health standards within a predetermined zero based budget. Maintains service delivery outcome measures as predetermined by the Multi Year Service Agreement with the area LHIN office.

Develops and implements policies and procedures related to all programs within Resident Services.

Maintains or enhances Macassa's reputation in the community for quality of care and service by participating in bi-weekly management team meetings, sharing in the development of the Lodge's Mission, Vision, Goals and Objectives and by responding to provincial and municipal standards and expectations.

In consultation with the Administrator, plans and develops recreation policies, programs and procedures for Recreation Services consistent with the Ministry, City and Lodge policies and objectives in a cost effective and efficient manner.

Interprets policies and implements appropriate procedures in accordance with the Long Term Care Homes Act (2007) Regulations and other Provincial legislation.

Identifies and facilitates professional development of Resident Services staff and initiate in-service training programs as required, including staff orientation. Deals with staff concerns as required.

Maintains and monitors accurate records and reports as required by the Act and Regulations and standards of accreditation.

Prepares, administers and monitors budgets and cost control systems. Prepares variance reports as required by Corporate Services.

Maintains and submits Adult Day Services quarterly financial and statistical reports to the Ministry of Health and area LHIN offices in partnership with the Business Advisor assigned to the Lodges.

Assesses and evaluates on an on-going basis, Resident Service programs as they relate to the individual choices, care plans and needs of the residents.

Responds to inquiries, suggestions and complaints from our internal and external stakeholders by ensuring timely response to all inquiries.

Is a member or management designate to various committees concerning resident services such as Area LHIN Adult Day Services Committee, Resident's and Family Councils, Pastoral Care Committee and Volunteer Association Executive Meetings.

Develops, implements and maintains staffing patterns, policies and procedures related to the provision of therapeutic recreation, pastoral care and volunteer services in accordance with the Ministry of Health standards and the Canadian Council on Health Services Accreditation.

Identifies, through on-going care plan assessment and analysis, the need for new programs and services and assists in their development.

Investigates concerns of residents and their families.

Works 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.

Ensures that employees are provided with and use the appropriate equipment, material and/or procedures required to perform the assigned duties. Ensures that all employees perform work in accordance with applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures. Ensures that appropriate action is recommended for those employees who do not work in compliance with legislation, policies and procedures.

In the absence of the Administrator, assumes the responsibility of the Lodge, as required.

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

## **QUALIFICATIONS**

1. Demonstrated experience and education in theories and principles of therapeutic recreation (minimum of three courses), pastoral care, volunteer management, and community services normally acquired through the completion of a Degree or Diploma in Recreation from a recognized College or University.
2. Progressive supervisory experience in Long Term Care and Adult Day Program services preferably in a unionized environment.
3. Experience with the use of Point Click Care (or equivalent electronic documentation systems) and RAI-MDS.
4. Thorough knowledge and understanding of statutes, regulations and by-laws affecting Long Term Care Homes Act (2007).
5. Ability to motivate and lead staff.
6. Experience in analyzing resident programs with a proven track record for long term visioning and strategic planning.
7. Must have excellent verbal and written communication skills and the ability to relate effectively with peers, all levels of management, residents and committee members.
8. Working knowledge of budget process and budget control.
9. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.
10. Computer experience in a Windows Office XP environment.
11. Capable of identifying residents' issues, presenting viable solutions and implementing subsequent actions, geared to resolving concerns.

12. Demonstrated organizational skills and the ability to prioritize work and delegate responsibilities as required.

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

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