

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT (WENTWORTH LODGE – LOCATION – 41 SOUTH ST. W., DUNDAS)

SUPERVISOR, RESIDENT SERVICES & ADMINISTRATION

SUMMARY OF DUTIES

Reporting directly to the Administrator, Wentworth Lodge, supervises and coordinates the provision of Therapeutic Recreation, Pastoral Care and Volunteer Services in accordance with the Ministry of Health and Long Term Care and Accreditation standards. The Supervisor is also responsible to oversee a variety of accounting functions performed by the Business Office that includes maintaining financial systems for the resident accounts. Coordinates IT and purchasing accounts.

GENERAL DUTIES

Responsible to supervise the activities of the Lodge Business Office Clerk including the Receptionist and coordinates the provision of Resident Services for Wentworth Lodge including Therapeutic Recreation, Pastoral Care, and Volunteer Services in accordance with Ministry of Health and Long Term Care and the Commission on Accreditation of Rehabilitation Facilities (CARF) accreditation standards.

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

Maintains or enhances Wentworth'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 & Regulations and other Provincial legislation.

Identifies and facilitates professional development of Resident Services staff and initiates 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.

Monitors and interprets financial and resident data relevant to program to assist with priority settings, program implementation and evaluation.

Reviews Accounts Receivable arrears, contacts families; refers to legal, Crimes Against Seniors etc. for recovery in consultation with the Administrator. Maintains, monitors and reconciles the Program Accounts.

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

Maintains a City of Hamilton Petty Cash Float and PCard. Ensures policies and procedures are followed regarding usage.

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

Responsible for all required documentation (Protocols), as legislated in the Fixing Long Term Care Act and Regulations are followed and information is included in the Resident's Handbook, posted within the Lodge and communicated to residents, families and staff as required.

Reviews daily census and ensures information is recorded accurately. Monitors the occupancy and preferred accommodation on an ongoing basis to ensure revenues for both Lodges are maximized.

Maintains, monitors and reconciles the Trust Accounts for 160 residents including preparation and bank deposit of city, program and resident cheques.

Provides monthly statements to residents/families regarding Trust Funds and discusses arrear payment(s) as required. Maintains statistical records including resident day accounts for all residents and prepares various reports and summaries as required.

Maintains contact with Ministry Officials, Public Guardian and Trustee and families to provide a rate reduction for those residents who are unable to pay the full costs of accommodation at the Lodges and prepares/enters information to the Ministry as required.

Responsible for the smooth operations of Reception which includes distribution of mail, directing visitors to appropriate resident areas, responding to wander guard security system, receiving and distributing resident funds.

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

Serves on various committees concerning resident services such as Wentworth Lodge's Volunteer Association, Pastoral Care Committee and Wentworth Lodge Family Council.

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 and Long Term Care, and the Commission on Accreditation of Rehabilitation Facilities (CARF) standards.

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

Investigates concerns of residents and their families.

Participates as a member of the Homes Leadership team and provides backup as required to other Department Managers/Directors, as well as the Administrators.

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.

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

QUALIFICATIONS

1. Demonstrated experience in theories and principles of therapeutic recreation, pastoral care, volunteer management, volunteerism and community services normally acquired through the completion of a Diploma in Therapeutic Recreation from a recognized College or University with courses in gerontology or equivalent combination of education combined with a baccalaureate or college degree in Business Administration and

relevant work experience.

2. Progressive supervisory experience in Long Term Care sector preferably in a unionized environment.
3. Ability to motivate and lead staff.
4. Experience in analyzing resident programs with a proven track record for long term visioning and strategic planning.
5. Must have excellent verbal and written communication skills and the ability to relate effectively with peers, all levels of management, residents and committee members.
6. Working knowledge of budget process and budget control. Ability to manage a budget effectively.
7. Thorough knowledge and understanding of statutes, regulations and by-laws affecting Long Term Care facilities.
8. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.
9. Computer experience in a Windows Microsoft Office (Outlook, Word, Excel and PowerPoint) environment. Experience in Point Click Care an asset.
10. Capable of identifying residents' issues, presenting viable solutions and implementing subsequent actions, geared to resolving concerns.
11. 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.
