

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT (LODGES DIVISION - MACASSA LODGE – LOCATION – 710 UPPER SHERMAN AVE., HAMILTON)

ADMINISTRATOR

SUMMARY OF DUTIES

Reporting to the Senior Administrator, Lodges responsible for fulfilling the duties of the Administrator of Macassa Lodge. Provide strategic leadership and direction to a multi-functional workforce engaged in delivery of services for Seniors. Assume overall responsibility for the administration, direction and co-ordination of the operations of a 270 bed Long Term Care (LTC) Home, including standards of resident care, fiscal control and effective risk management. Work closely with Senior Administrator, Lodges on broad policies and long-range strategies in the delivery of services for seniors that align with the City of Hamilton's strategic directions, efficiencies, and continuous improvement initiatives between the two municipal LTC Homes. Work collaboratively with the Wentworth Lodge Administrator to ensure that there is consistency of programs, policies and practices between the City of Hamilton's Long Term Care Homes.

Participate in H&SC emergency preparedness planning, development and training. Respond to all municipal emergencies as requested.

GENERAL DUTIES

Develop, design, organize and implement functional policies and programs that make major changes in overall business performance based on long term needs in collaboration with Wentworth Lodge Administrator and Senior Administrator. Contribute to the continuous improvement of divisional performance through analysis and development and implementation of sound management practices and procedures, provide program management staff with direction and guidance, processes and tools to increase efficiencies and improve effectiveness of the services provided by this Home.

Direct and monitor the delivery of services at Macassa Lodge to ensure safety, service quality by providing the appropriate linkages within the department and ensuring delivery issues and perspectives are addressed appropriately.

Participate in strategic planning in keeping with the Ministry Long Term Care and Home and Community Care Support Services (HCCSS) mandates, legislative requirements, identified community needs and the Department's and City's strategic plans. Develop Home strategic plan (with input from key stakeholders, Wentworth Lodge Administrator, Senior Administrator)

Evaluate and report on Macassa Lodge's service, financial, administrative and staff performance against internal and external benchmarks. Use a "best practices" approach to 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, and administration services at Macassa Lodge. Work in collaboratively with Superintendent for Long Term Care, Public Works Department for the maintenance of the Home.

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

Work with the community to develop and maintain alliances with community groups and agencies that contribute to a continuum of care.

Participate in the overall planning, co-ordination, policy development, decision making and budget preparation for Macassa Lodge and ensure alignment with the Healthy & Safe Communities Department business plan.

Ensure effective 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.

Consolidate, interpret and submit the annual operating and capital budget for Macassa Lodge in collaboration with Wentworth Lodge and Public Works.

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

Lead an effective 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.

Direct and provide leadership to the Continuous Quality Improvement for the Home and the Quality Improvement and Risk Management programs for the Division and participates in the Program Evaluation Programs, including quarterly outcome reporting.

Contribute to the advancement of long term care and by initiating, facilitating and participating in education and research activities.

Contribute to a positive corporate image by conducting annual Resident Satisfaction Survey.

Support and work closely with the Macassa Lodge Resident and Family Councils.

Participate 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.

Manage all risk issues relating to resident care, management and operations, environment and safety to minimize risk and legal liability to City of Hamilton.

Ensure customer satisfaction of residents and families.

Ensure 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 department and corporate policies and procedures. Ensure that appropriate action is followed for those employees who do not work in compliance with legislation, policies and procedures.

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 from an accredited program or an equivalent combination of education and related experience. 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, health or service sector.
4. Demonstrated knowledge, understanding and commitment to a resident-centred philosophy.
5. Sound knowledge 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.
6. Demonstrated competency to manage a large multi-disciplinary staff (non union and unionized) utilizing pro-active management skills.
7. Demonstrated strong leadership and mentoring abilities, is innovative and creative, skilled at team development and achieves results by creating a positive and cooperative work environment.
8. Demonstrated financial management skills in developing, implementing and monitoring operating and capital budgets. Highly developed analytical and business planning skills.
9. Excellent inter-personal skills with demonstrated ability to deal with residents and their families, staff and the general public; government departments, all levels of management and elected officials.
10. Demonstrated commitment to promoting best practices, continuous learning, and working within an established Network.
11. Excellent communication skills, both verbal and written, including the ability to write clear and concise reports.
12. 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.
