

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT (HEALTHY FAMILIES DIVISION – HEALTHY GROWTH & DEVELOPMENT PROGRAM – LOCATION – 110 KING ST. W., 2nd FLOOR)

NURSE SUPERVISOR, INTAKE & ENGAGEMENT

SUMMARY OF DUTIES

Reporting to the Program Manager, Healthy Growth & Development, the Nurse Supervisor, Intake & Engagement provides day to day oversight to a multi-functional workforce engaged in service delivery via multiple platforms that support healthy growth and development of children. The Nurse Supervisor ensures customer needs and legislative requirements are met while managing daily activities and operations. The Supervisor is directly responsible for leading change and supporting the team in a changing work environment.

Participates in Public Health Services' emergency preparedness planning, development and training. Responds to all municipal and public health emergencies as requested.

GENERAL DUTIES

Provides day-to-day oversight to a multi-functional workforce to ensure efficient and effective service to internal and external stakeholders.

Provides direction, leadership and coordination of teamwork. Directly supervises a team of unionized employees with responsibility to oversee the day to day operations of the business unit including scheduling, establishing priorities and delegation of duties to staff, ensuring maximum utilization of human resources. Fosters a work environment which supports customer service, innovation and quality of service. Engages employees in discussions on process and business improvement.

Responsible for the performance management of staff including motivation, supervision, interviewing, hiring, orientation, training, progressive discipline, coaching, performance evaluations, attendance management and appropriate handling of confidential matters.

Develops and empowers staff through delegation of responsibilities and accountabilities, through regular feedback and by providing development opportunities.

Effectively assist staff in analyzing complex problems and case situations.

Ensures Nurses practice according to the Ontario College of Nurses Standards of Practice and Dietitians practice according to the College of Dietitians of Ontario.

Monitors the operations within responsible program areas to ensure safety, service quality and cost-effective and timely delivery of services, while adhering to the Ministry of Health and Long-Term Care Public Health Services Guidelines and Protocols.

Provides guidance to staff for required Policies and Procedures. Contributes to development and ongoing maintenance of these documents as they relate to the responsible program areas.

Provides support to the Program Manager, Healthy Growth & Development by identifying emerging program and service trends for operational planning purposes.

Provides input to the Program Manager, Healthy Growth & Development for the purposes of budget planning and development.

Ensures operational expenditures are within approved budget; makes recommendations in terms of capital and operating budget requirements.

Ensures the accuracy and timely processing of program invoices. Ensures adherence to the validation process through Finance and Administration by monitoring expenses and reporting variance and proposed mitigation strategies to Program Manager.

Understands and actively participates in monitoring the contract with relevant agencies.

Receives and resolves escalated complaints, and responds to inquiries from general public, service providers, stakeholders and other departments as required.

Participates in public health emergency situations and outbreaks.

Required to work during labour disputes or other work stoppages and to perform a variety of added duties during these events.

Maintains current knowledge related to the implementation and improvement of Program area and ensures implementation of continuous quality improvement strategies.

Participates in ongoing professional development.

Assesses and interprets legislative/program changes and recommend and implement new and/or updated work methods. Prepare and implement new policies/procedures and update existing policies/procedures as required.

Develops and implements ongoing training to ensure staff maintains up to date knowledge of amendments to existing legislation, program and divisional policies and procedures.

Assists in developing section goals, workplans and objectives by participating in strategic planning sessions.

Prepares reports and presentations on activities and results relating to Program area, includes metric development, accurate data input into dashboards and analysis.

Assists in the development of Council reports.

Participates in research and promotes the utilization of appropriate research.

Ensures that employees are provided with and use the appropriate equipment, materials 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.

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.

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

QUALIFICATIONS

1. Baccalaureate in Nursing (BScN) from a recognized college/university. A Master's Degree in Nursing is an asset.
2. Current certificate of registration with the College of Nurses of Ontario.

3. Previous progressive experience in a Public Health field is preferred.
4. Demonstrated knowledge and skill in public health and clinical nursing practice including working knowledge of principles and concepts of motivational interviewing, coaching and reflective practice.
5. Excellent communication (both verbal and written), facilitation, public relation, presentation and conflict resolution skills.
6. Ability to manage, prioritize and balance a number of projects simultaneously and to meet deadlines.
7. Health promotion and community development experience is preferred.
8. Demonstrated ability to motivate staff and foster co-operative and harmonious team environment.
9. Demonstrated record of strong leadership and guidance, customer focus, team advocacy, staff delegation, empowerment and staff development, and is result oriented.
10. Strong organization and time management skills.
11. General understanding of Labour Relations with respect to the Progressive Discipline Process.
12. Demonstrated ability to provide leadership in a multi-union environment.
13. Working knowledge of computer software applications (Microsoft Office XP, Word, Excel, Access and Power Point).
14. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.
15. Working knowledge and understanding of applicable Collective Agreement(s).
16. Must have a valid Class 'G' driver's licence valid in the Province of Ontario and be able to maintain same.
17. Provision of a car by individual for use on the job.
18. Must be flexible in work schedules and available to work evenings or weekends as needed.

THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.

NOTE 1:

The successful candidate will be required to provide immunization records, which may include TB testing prior to the start of employment to meet the requirements of the Staff Immunization and Surveillance Policy and Procedure

NOTE 2:

This position(s) currently requires the incumbent(s) to use their personal vehicle(s) 3 or more times per week for City business. In accordance with the City policy, parking is provided at this time. Should this job requirement change, parking will only be provided in accordance with the City policy in force at that time.

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