



Position: Care Manager
Status: Full Time Permanent
Location: Vancouver

Job Summary

The Care Manager liaises with the Operations Manager and/or Director of Care in planning, coordinating and evaluating resident centered care delivery. They are responsible for recruitment and overall performance of Pro Vita staff within their scope of responsibility at their specific site.

Responsibilities

- Provide leadership and direction to all contracted care staff.
- Develop resident care quality improvement goals in collaboration with the Director of Care and the Interdisciplinary Team.
- Measure and analyze service level performance results and make proactive adjustments based on results.
- Provide recommendations and input to operating policies and procedures based on industry best practices, current practice guidelines to achieve greater efficiency and exceptional residential care.
- Post consultation with the D.O.C. the Care Manager engages with residents and families to contribute towards care plan development with the Interdisciplinary Team.
- Communicate weekly and monthly resident care goals in such a way that it inspires and motivates the team to achieve greater quality and efficiency.
- Provide demonstrated coaching and training to team members. It is the expectation of this position for the manager not to spend more than 50% of their time managing administrative tasks. (Direct Care tasks include but are not limited to, Care plans, ADL', MDS and CIHI reports).
- Refine performance expectations for all employees to reflect improvements implemented.
- Through hands on assistance, monitor clinical skill levels of care staff, develop corrective plans to address issues and implement changes to ensure care standards are adhered to including but not limited to staffing, assignment and resident placement recommendations to Senior Leadership within facility and Pro Vita.
- Complete performance evaluations on all care employees and administrative staff prior to at probation, and annually thereafter. Ensuring the Annual Performance Evaluation policies are reviewed and signed.
- Manage the day-to-day operations of residential care within the scope of the contract.
- Ensure compliance with all government, employment and industry laws, regulations and requirements by staying informed of changes and their impact on the organization and its goals.
- Ensure care standards are communicated and consistently met.
- Work with staff team and leadership to resolve conflicts should concerns arise.
- Chair facility committees (where required). Ensure regular monthly committee meetings are held as required and minutes are taken. Minutes must be distributed to committee members, staff, and posted on SharePoint.



Title:

Care Manager – Job Description (con't)

- Ensure all Clinical and Human Resource audits are completed as required and posted on SharePoint.
- Any Audits proving not to meet minimum standards must be accompanied with and Action plan to remedy with time lines and discussed with Operations Manager and Director of Compliance and Quality Assurance and copied to V.P. Operations.
- Performs other related duties as assigned.

Qualifications

- Current registration with the College of Licensed Practical Nurses of British Columbia (CLPNBC) , the College of Registered Nurses of British Columbia (CRNBC) or the College of Registered Psychiatric Nurses of British Columbia (CRPNBC)
- CPR (Level C),
- Occupational First Aid (Level 1).
- Three to five years of recent related clinical experience, primarily in the Complex Care field including direct supervisory experience or an equivalent combination of education, training and experience.
- Ability to work flexible hours as required (monitoring of evening and night shift and weekends).
- Basic computer literacy with word processing, email applications, spreadsheets, and/or database programs and excellent knowledge of healthcare technology software and MDS.
- A negative TB test or chest x-ray within the last six months.

Competencies

- **Dealing with Ambiguity** – Can effectively cope with change, and multiple situations,, manages in a professional manner and is able to control emotions. Can comfortably handle risk and uncertainty.
- **Approachability** – Is easy to approach and talk to, spends the extra effort to put others at ease. Can be warm, pleasant, and gracious, is sensitive to and patient with the interpersonal anxieties of others, builds rapport well, is a good listener, is an early knower, getting informal and incomplete information in time to do something about it.
- **Conflict Management** – Steps up to conflicts, seeing them as opportunities, reads situations quickly, good at focused listening, can work through difficult situations and settle disputes equitably, can find common ground and get cooperation when working with staff team.
- **Managing Diversity** – Manages all kinds and classes of people equitably, deals effectively with all races, nationalities, cultures, disabilities, ages, and both sexes, supports equal and fair treatment and opportunity for all.
- **Integrity and Trust** – Is widely trusted and is seen as a direct, truthful individual, can present the unvarnished truth in an appropriate and helpful manner, keeps confidences, admits mistakes, doesn't misrepresent him/herself for personal gain.
- **Motivating Others** – Creates a climate in which people want to do their best, can motivate many kinds of direct reports and team or project members, can assess each person's emotions and use it to get the best out of him/her, able to delegate effectively, empowers others, invites



PRO VITA
CARE MANAGEMENT

Title:

**Care Manager – Job Description
(con't)**

input from each person and shares ownership and visibility, makes each individual feel his/her work is important, is someone people like working for and with.

- **Decision Quality** – Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgment; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.