

Advice of Position Vacancy

Date:	March 16, 2021
Position title:	Residence Manager (RN/RPN)
Status/FTE:	Permanent full time
Posting number:	2021-15
Closing Date:	Position remains open until filled. Please send your resume and cover letter to humanresources@drpeter.org

The Dr. Peter Centre provides compassionate HIV care for people living with significant health issues including mental illness, trauma, addictions, unstable housing and poverty.

Through its day health, 24-hour care residence and enhanced supportive housing programs, the Dr. Peter Centre provides healthy meals, counselling, therapies, nursing, and a safe place for peer socialization and support. This integrated model of care successfully engages individuals in their health care, improving adherence to HIV treatment and overall health.

We are currently looking for a Residence Manager (RN/RPN) to join our Residence team on a permanent full time basis.

Position Description

The Residence Manager (RN/RPN) provides clinical supervision, guidance and support to RNs, LPNs and Care Aides within the Residence department. The Residence Manager (RN/RPN) is responsible for the day-to-day operations in Residence including management of daily resident flow. The Residence Manager (RN/RPN) plays a key role in supporting and participating in evaluation, policy creation and implementation, quality of care improvement and risk management activities.

Direct reports: Residence clinical staff, including Nurses (RN & LPN) and Care Aides.

Reports to: Senior Director of Clinical Programs

Key Responsibilities & Duties

The key responsibilities of the Residence Manager (RN/RPN) are:

- Supervises and coordinates the work of the nursing care team on a day-to-day basis;
- Observes and corrects work where necessary, monitors the quality of care and the safety of residents;
- Assigns and adjusts work assignments, maintains staffing schedule, monitors and authorizes staff hours of work, including overtime, vacations, and leave requests while ensuring service levels and staffing requirements are met;
- Works in collaboration with the Resident Counselor in managing admissions and discharges of residents;
- Works collaboratively with the Residence team, including Nurse Practitioner, Dietitian, Recreation Therapist and Counselor;
- Leads and facilitates actions related to daily resident care by ensuring the nursing care team follows through on specific care plans and processes. This includes collaborative review of individual care plans with all residential care team to ensure optimal progression to discharge;
- Supports quality care and excellence in practice by promoting inter-professional collaboration and team building by supporting nursing staff to plan and carry out resident education, acting



as a mentor and resource to nursing care staff, role modeling best clinical practices, assessing clinical skills and by coaching staff and/or liaising with other health professional leaders to help them achieve established clinical performance goals;

- Supports plan of care conferences for the purpose of optimal resident care management according to best practice;
- Disseminates clinical information to nursing/nursing support staff and other members of the clinical team;
- Manages the budget related to medical/care equipment and supplies;
- Supports the inclusion and supervision of students;
- Supports volunteers within the program;
- Liaises with other departments by attending program and organization meetings as required;
- Participates in the program evaluation and quality improvement initiatives;
- Identifies learning requirements of staff by providing input into the development of learning objectives;
- Provides input into the development of a comprehensive orientation program;
- Acts as a point person for residents and families who have concerns or questions regarding their care. Participates in the investigation of complaints by residents and/or significant others reporting to the Senior Director of Clinical Programs for follow up on complaints and implements corrective action as directed;
- Ensures – in accordance with the Community Care Act (Licensed Residential Facility) – quality improvement and risk management for activities including incident reporting, recommending alternative approaches to practices, conducting safety audits, and supporting implementation of policies related to safety;
- Assists in nursing care staff hiring process by providing recommendations on the selection of new staff, providing feedback on staff performance appraisals, and providing feedback on optimal use of budgetary resources and regarding minor and capital equipment needs as requested;
- Participates in the review, development, implementation and evaluation of evidence-informed clinical decision support tools/policies;
- Participates in the Clinical 24 hour on call rotation; and
- Performs other related duties as assigned/required.

Education, Qualifications and Experience

The preferred education, qualifications and experience of the Residence Manager (RN/RPN) are:

- Minimum bachelor's degree in nursing or equivalent;
- Five to seven (5-7) years of recent related clinical experience, including minimum three (3) years of supervisory experience, or an equivalent combination of education, training and experience;
- Current practicing registration with the British Columbia College of Nursing Professionals;
- Advanced oral and written communication skills;
- Demonstrated relationship building and time management skills;
- Ability to work well with ever changing priorities and situations;
- Ability to work collaboratively with other disciplines;
- Clinical proficiency/expertise in the designated clinical area;
- Ability to supervise and provide leadership and work direction;
- Ability to coordinate resident assignments, in collaboration with staff;



- Ability to monitor staff workload and resident factors and adjust resident assignments accordingly;
- Ability to establish priorities for resident care, resident flow/discharge planning and overall daily operations;
- Ability to monitor the quality of resident care and ensure maintenance of standards for nursing practice and nursing support staff;
- Ability to monitor, assess and address performance issues based on professional standards of practice and to provide input on formal performance reviews;
- Ability to role model, coach and mentor best practices in patient care;
- Ability to identify individual or group learning priorities to meet identified program, organizational and learner needs, in collaboration with other clinical staff;
- Ability to support implementation of education based on changing practices (e.g. legislation and technology);
- Ability to provide input into budgets, minor and capital equipment;
- Ability to communicate effectively both verbally and in writing;
- Ability to work independently and in an organized and self-directed manner;
- Ability to problem-solve and effectively deal with conflict situations;
- Ability to operate related equipment including applicable software; and
- Physical ability to perform the duties of the position.

General Working Conditions

This is a full time, salaried position. Flexibility with hours and days is a necessity.

COVID-19 Restrictions

The Dr. Peter Centre is a long term care facility that is subject to the Single Site Order (SSO) issued by the public health authorities in response to the COVID-19 pandemic.