



RED LAKE MARGARET COCHENOUR MEMORIAL HOSPITAL

-JOB DESCRIPTIONS-

POSITION: Safe Beds Program Manager		DOC. ID#: JD-SB-01
CATEGORY: SAFE BEDS	ORIGINAL DATE: July - 07	<i>Last Revision Date: See Electronic Version.</i>
Developed by: PROJECT DEVELOPER	APPROVED BY: Director CCAS	<i>Next Revision Date: See Electronic Version.</i>
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It is expected that all employees will practice in a manner that is consistent with the Hospital's strategic objectives, mission, vision, and values.

1. REPORTS TO:

- Director of Community Programs of the Red Lake Hospital.

2. JOB SUMMARY:

The Safe Beds Program Manager (Program Manager) is responsible for the development, implementation, operation, and ongoing evaluation of the Safe Bed Program. The Program Manager provides direct administrative and clinical supervision to the MHA Therapist and Residential Support Workers. The Program Manager works to enhance the dignity and quality of life of the residents, visitors, and staff by providing support and coaching to enable provision of excellent support, treatment, and care. The Program Manager fosters an environment of respect for residents and staff. The Program Manager must be willing to work flexible hours, including days, evenings, weekends and holidays.

3. JOB DUTIES & RESPONSIBILITIES:

Position Specific Responsibilities:

- Available to assist in resident care including accepting referrals, completing intakes, monitoring and working individually and in group settings with residents of the Safe Bed Program.
- Oversees the day-to-day operations of the assigned workers.
- Provides direct administrative and clinical supervision, support and direction to the assigned workers.
- Ensures that care and service delivery is of high quality and aligned with best practices, including the admission, assessment, treatment planning, and delivery of therapeutic interventions, follow-up, referral, and discharge of clients.
- Develop, implement and maintain staffing schedules.
- Motivate and retain qualified staff. Provide effective performance feedback to staff on an ongoing basis to ensure staff are working at a satisfactory performance level; prepare and conduct regular formal performance evaluations and make recommendations for discipline and/or termination where necessary.
- Facilitates regular individual meetings with assigned workers for the purposes of supervision, evaluation, and direction.
- Identifies training needs and co-ordinates professional development training for the assigned workers.
- Provides training, when appropriate.
- Ensures that the program and staff are compliant with all policies, procedures and applicable legislation.
- Ensures assigned workers are aware of and assess for all aspects of risk and intervene as appropriate when risk is identified.
- Assists with crisis intervention, as needed.
- Builds and maintains a cohesive Safe Bed Team that includes regular team meetings and education.

- Develops and maintains strong community partnerships and linkages.
- Ensures the development, implementation and maintenance of quality programs and services.
- From time to time, the Program Manager may be required to travel within the community to assist with errands, such as procuring supplies or helping residents attend appointments.

Organizational Duties & Expectations:

- Provides a welcoming and supportive environment for clients.
- Acts with professionalism and courtesy toward clients, the general public and other staff members at all times. Works cooperatively with other staff members both individually and in teams.
- Works in a manner that considers and promotes client safety.
- Works in a manner that incorporates health promotion, encourages recovery and recognizes the determinants of health.
- Incorporates and strengthens a multidisciplinary approach to the work.
- Contributes to the organization's activities to collect, analyze and report on data, and participate in research.
- Promotes and participates in a quality improvement culture.
- Respects and values the diversity of individuals and communities.
- Promotes awareness and participation in organizational activities.
- Supports student and volunteer placement programs.
- Contributes to the organization's work by attending and participating in meetings and on committees by contributing ideas, information and opinions.
- Demonstrates a commitment to ongoing training and development by bringing forward training needs. Takes responsibility for seeking out relevant training opportunities, participating in workshops and seminars as required, and keeps an up to date list of training completed.
- Shares skills and knowledge learned at training and professional development sessions with colleagues.
- Contributes to the hiring, orienting and training of staff.
- Contributes to efforts to secure resources for current and new programs, services and activities.
- Aware of and assesses all aspects of risk; and intervenes as appropriate when risk is identified.
- Completes required documentation in a timely manner and in accordance with prescribed agency, Ministry and legal standards.
- Meets regularly with the Director for the purpose of supervision and performance appraisals.
- Travel throughout the Kenora / Rainy River Districts may be required, from time to time.

4. QUALIFICATIONS:

- Bachelors or Masters level degree in regulated and related profession, ie. Social Work, Nursing, Occupational Therapy. Must hold current registration with appropriate regulatory body.
- Must be able to supervise the controlled act of psychotherapy.
- Five years of experience working in a community setting with persons with mental health and addictions issues. Supervisory experience is an asset.
- Experience in individual and group counseling and interventions, as well as crisis management.
- Access to own vehicle and a valid Ontario Driver's License.
- Current First Aid, CPR, ASIST, & CPI are an asset.
- Ability to communicate in local Indigenous languages is an asset.

5. KNOWLEDGE, SKILLS, ABILITIES:**KNOWLEDGE:**

- Knowledge of best practice interventions in supporting persons in mental health and / or addiction crisis.
- Knowledge of the criminal justice system, Mental Health Act, and the Ontario Human Rights Code.

- Knowledge of health, social services, and justice programs.

SKILLS:

- Leadership and motivational skills.
- Competent in risk assessment, addiction / screening assessment and the ability to de-escalate threatening behaviors.
- Program development and implementation.
- Policy development.
- Highly organized.
- Strong written and verbal communication skills.
- Strong multi-tasking skills and the ability to manage competing priorities.
- Computer skills, including Microsoft Office programs.

ABILITIES:

- Ability to manage crisis situations.
- Ability to apply a client centered, non-judgmental approach to providing services.
- Ability to make informed decisions based on clinical experience and in consultation with key partners to determine appropriate action in complex, ambiguous, or urgent situations.
- Ability to maintain and establish positive relationships with community partners.
- Ability to work independently and as a team member.
- Ability to motivate and retain staff.
- Ability to adapt to change and respond to demand.

6. WORKING CONDITIONS:

PHYSICAL DEMANDS:

- Sitting, walking, standing, bending, crouching, kneeling.
- Climbing of stairs.
- Working with computer screens.
- Manual dexterity required to ensure safe operation of equipment.
- Occasional driving.
- Must be able to safely lift up to 10lbs.

COGNITIVE / PSYCHOLOGICAL DEMANDS:

- High level of responsibility.
- Complex decision making.
- Heavy workload, at times.
- Potential for high consequence of error.
- Dynamic and evolving work environment.
- Working with clients / families in times of high stress / emotion.
- Working in crisis situations.
- Potential for the employee to experience stress and frustration during the normal course of their work.

ENVIRONMENTAL FACTORS:

- Working in a residential home environment. The majority of work will be performed indoors in a temperature controlled environment.
- Travel within the community will be required, regularly, to liaise with community partners and to perform tasks necessary for maintaining the residence.
- Travel within the region may be required, occasionally.

7. QUALITY IMPROVEMENT & PATIENT SAFETY:

- Participate in program evaluation and quality control initiatives related to the work of the department.
- Participate in audits as directed by the department and the quality management program.
- Assist in the evaluation of new products, equipment, processes and protocols
- Adopt an attitude of mindfulness and hazard awareness.
- Communicate effectively for patient safety.
- Recognize and report adverse events.

8. OCCUPATIONAL HEALTH AND SAFETY & ACCESSIBILITY:

- RLMCMH has an accommodation process in place and provides accommodation for employees with disabilities. If an employee requires a specific accommodation because of a documented disability or medical condition, they must bring this to the attention of the Occupational Health Nurse.
- Work in compliance with Occupational Health and Safety Act regulations and the Hospital Health and Safety Program.
- Refrain from any activity that may endanger the health and safety of themselves, patients or other staff.
- Be familiar with the Occupational Health and Safety Act and regulations and processes for due diligence and reporting safety issues and ensures compliance with the Act.
- Ensure all near misses, incidents, unusual occurrences and errors are reported immediately to the Department Manager or designate and are documented according to policy. Understand and support through actions, the organization's philosophy of a blame-free risk management program.
- Assist with investigations of incidents as appropriate.
- Participate in monthly safety inspections as required.
- Participate in emergency code drills as required.
- Identify risk factors in the environment and takes prompt action to correct them and or report them to the appropriate supervisor.
- Promote personal wellness and safe working practices among all staff on the assigned shift.
- Wear and use appropriate protective clothing and devices required by the identified task.
- Ensure that management is notified of any potential or actual health and safety dangers.
- Perform work while always cognizant of the patient/visitor safety and risk of falls.
- Report faulty equipment to supervisor; tag it outlining the problem, remove from service and report to maintenance.
- Complete appropriate reports and documents as required.

9. CONFIDENTIALITY:

All employees are required to maintain strict confidentiality of all patient / client, employee, and private business related information. It should be noted that adherence to confidentiality still applies, even after employment ends.

I have read and understand this job description.	
Employee's Signature:	Date:
Manager or HR Signature:	Date: