

### Program Manager - Regional Renal Services (Ambulatory Clinics, Satellite, and Home Therapies)

Department: Renal and Palliative Care

Hours of Work: Full-Time, Days

Salary: MSIV \$96,287.56 to \$117,929.18 per annum

Location: Kingston General Hospital Site

#### PRIMARY FUNCTIONS:

Reporting to Program Operational Director (Renal and Palliative Care), the Program Manager is responsible for the overall leadership of a patient care program/units and in the development and delivery of quality care to patients/families in the program. The Program Manager is accountable for contributing to the delivery of the KHSC strategy by demonstrating an awareness of and actively promoting patient and family centered engagement and care in all we do. The Manager will use a team-based approach to care delivery care delivery so as to support, promote, and lead through example, the adoption of the organization's strategic direction.

The Manager enables the interdisciplinary care team members to coordinate and integrate services; and encourages ongoing performance improvement. The incumbent maximizes the use of available resources to facilitate efficient patient throughput and patient care excellence.

As a clinical Manager in an acute care hospital, this role will be responsible for developing and monitoring policies and budgets; managing human resources, promoting best practices and using clinical knowledge and leadership skills for actively promoting and supporting patient and family centered engagement and care.

#### DUTIES & RESPONSIBILITIES:

##### Patient Care & Safety

- Ensures expected outcomes of care are reflected in patient care planning through interdisciplinary and patient/family collaboration.
- Coordinates the delivery and evaluation of patient care, professional practice, safety and risk management, continuous quality improvement, for the unit/program.
- Complies with patient safety policies, practices and processes, performing job responsibilities in a manner that supports KGH's safety culture.
- Coordinates and/or collaborates with interdisciplinary care team to ensure the continuity of exemplary patient care is provided.
- Manages quality assurance by ensuring compliance with statutory and regulatory requirements, professional services and service quality standards.

Examples: embeds patient and family perspective into planning and decision making, develop and implement policies and procedures, pre-printed orders; develop, implement and evaluate collaborative care plans, unit based education programs, coordinate patient care with other programs/services.

##### Operations

- Develops, manages and evaluates the operations of a service or program, ensuring efficient and effective deployment and use of human, financial, and material resources.
- Manages staff resources, ensuring appropriate balance of skills and capabilities, assessing service quality, providing performance feedback and discipline, prioritizing workloads.
- Manages the logistics to enable the response to day-to-day operational and patient care needs and initiatives
- Identify and develop improvement initiatives, processes and procedures, assessing viability, implementation risks, cost impacts and effectiveness.
- Ensures regulatory and operations reporting requirements are achieved through the management of data, statistical and financial information and analyses.

- Acts as an agent of change, anticipating future needs of program/service and providing input into budget strategies.

Examples: develop program/unit budgets, analyze budget variances and capital requests, oversee the development of staffing schedules and daily changes, ensure that adequate and appropriate medical equipment and supplies are available; lead a variety of teams, internal and external to the program, eg. Joint Patient Care Teams, unit based council, clinical practice committees.

#### Leadership

- Models professional practice, leadership behaviours and life-long learning by actively participating in self-development activities.
- Promotes a team environment with collaborative care model
- Represents the program/service at Leadership and other meetings as appropriate and participates on internal and external committees as required.
- Manages the work and practices of the program/service, including planning, staffing, budgeting setting of goals and objectives through the process of assessment, planning, implementation, and evaluation.
- Conduct and Reporting of Inappropriate Conduct policy and behaves in a manner that is consistent with the guiding principles and expectations.

Examples: Complete regular workplace safety audits, Participates in critical incident investigations, implementation of emergency and disaster response plans.

#### Communication

- Champions KGH's strategic priorities in dialogue or contacts with patients, families and collaborative care teams.
- Develops and maintains effective working relationships with other hospital services;
- Interacts with front-line staff to promote team communication, collaborative problem solving, and efficient running of the program/service.
- Develops and implements a communication strategy to ensure the interdisciplinary team is informed of all corporate and program specific issues.
- Champions KGH's strategic priorities in dialogue or contacts with staff, patients, families and general public.

#### Staff Development

- Promotes strategies and mechanisms which foster learning, professional growth, mentoring and teaching for the all interprofessional disciplines
- Facilitates the resolution of conflict in a collaborative and cooperative manner through objective and subjective assessment.
- Promotes staff retention and succession planning by supporting professional development.
- In collaboration with Clinical Educators/Professional Practice Leaders, supports an educational plan to meet the department needs.

#### Healthy Work environment

- Reviews work processes to ensure all work is performed in a safe manner and that patient, worker and workplace safe practices are consistently applied, including appropriate chart documentation where applicable
- Performs event/incident follow-up and lead investigations involving the staff/patients under your supervision and ensure that proper controls have been implemented
- Ensures documentation is completed and retained for all safety training
- Performs event/incident follow-up and lead investigations involving the staff/patients under your supervision and ensure that proper controls have been implemented
- Understands and is familiar with all pertinent KGH policies and procedures including those relating to workplace conduct. Complies with the KGH Commitment to uphold the Workplace
- Conduct and Reporting of Inappropriate Conduct policy and behaves in a manner that is consistent with the guiding principles and expectations.

Other

- Performs cross-functional and other duties, as assigned and/or required

**BASIC QUALIFICATIONS:**

- Undergraduate degree in Nursing or an Allied Health Profession.
- Master's degree in Nursing, Allied Health, Business/Health Administration or equivalent an asset.
- Current member in good standing with a recognized health related regulatory body
- Two years leadership experience preferred.
- Minimum five years related healthcare experience
- Demonstrated proficiency in the use of word processing, spreadsheet and presentation software (Microsoft Office Suite)
- Excellent verbal and written communication and interpersonal skills.
- Experience with Project Management and or Continual Quality Improvement methodology
- Demonstrated ability to facilitate change
- Demonstrated judgement, decision-making, problem solving and analytical skills.
- Strong organizational and leadership skills.
- Ability to deal with numerous demands in a professional and competent manner
- Ability to prioritize tasks for self and others.

**PHYSICAL REQUIREMENTS:**

The applicant must be able to meet the physical demands of this position.

To apply please click [here](#)

*We thank all applicants, but only those selected for an interview will be contacted. Kingston Health Sciences Centre is committed to inclusive and accessible employment practices.*

*If you require an accommodation to fully participate in the hiring process, please notify the Recruitment Team.*