

**Program Manager- Regional Renal Services, Renal and Palliative Care**

Department: Renal and Palliative Care

Hours of Work: Full-Time Position

Salary: Class Eight (8) \$98,090-\$117,708 per annum

Location: Kingston General Hospital Site

**PRIMARY FUNCTIONS:**

Reporting to South East Regional Renal Director/Program Operational Director for Renal and Palliative Care at KHSC, the Program Manager is responsible for the leadership of regional renal services and will work in close partnership with a committed interdisciplinary team including nursing, allied health, biomedical technologists, and nephrologists on the operational management of the renal program. Key responsibilities include oversight of the delivery of quality patient care, with a concentration on in-centre and satellite hemodialysis operations and patient transitions across the kidney care journey. The Program Manager will promote and support patient engagement with patients/families and will contribute to the achievement of regional program targets by leading and supporting quality improvement initiatives using a team-based approach. This role has direct responsibility for achieving results and for developing and managing policies, budgets, and human resources. The incumbent will promote and lead by example the adoption of KHSC's strategic direction.

**DUTIES & RESPONSIBILITIES:**

Operations

- Develops, manages and evaluates the operations of South Eastern Ontario regional renal services, 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 informing budget strategies.
- Foster strategic partnerships with primary care, long term care, and community care to improve transitions in care.

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, i.e. working groups, 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.

Patient Care & Safety

- Promotes and oversees coordination of patient activities across the kidney care journey, including in-centre and satellite hemodialysis

- Ensures that high-quality care is available to patients with kidney disease, when needed and appropriate, in a coordinated and integrated manner that supports a home first approach to kidney care.
- Ensures that patients are able to access all services associated with their care plan and that high quality care is delivered efficiently and safely
- Ensures that 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.
- Manages quality assurance by ensuring compliance with statutory and regulatory requirements, professional services and service quality standards.

Examples: develop and implement policies and procedures; develop, implement and evaluate use of collaborative care plans; maximize satellite scheduling and station efficiency; coordinate patient care with other programs/services.

#### 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 efficiency
- Communicates to ensure the care team is informed of all corporate and regional renal program specific issues.

#### Staff Development

- Promotes strategies and mechanisms which foster learning, professional growth, mentoring and teaching for the all interprofessional disciplines
- Facilitates resolution of conflict in a collaborative and cooperative way, using objective and subjective assessment
- Promotes staff retention and succession planning by supporting professional development.
- Collaborate with Clinical Educator/Professional Practice Leaders to support an education plan to meet staff 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 KHSC policies and procedures including those relating to workplace conduct. Complies with the KHSC 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 preferred.
- Current member in good standing with a recognized regulated health professional body
- Minimum five years related healthcare experience; clinical renal experience an asset
- Three to five years previous management experience or equivalent leadership experience
- Proven success in implementation of program strategic goals including quality indicators and volume targets
- Budget management experience with quality-based procedures and bundled care methodology
- Demonstrated proficiency in the use of word processing, spreadsheet and presentation software (Microsoft Office Suite)
- Proven ability to lead and engage staff in large interdisciplinary programs; regional program experience an asset
- Excellent verbal and written communication and interpersonal skills.

- Experience with Project Management and Quality Improvement methodology
- Demonstrated ability to facilitate change and a willingness to seize personal accountability
- 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.*