



**You became an Assistant Manager because...**

*You want to make an impact.*

*You believe in the power of compassionate care.*

*You need to channel your intelligence towards helping others.*

*You are passionate about teamwork.*

*You have strength beyond measure.*

**This is your chance.**

William Osler Health System invites you to answer the call to make a difference. Your community needs your skills, your compassion, and your energy.

With a focus on collaboration, access to leaders in their field as mentors, paid professional development opportunities, and a flexible, supportive environment, Osler is the place for healthcare professionals to achieve their career goals and find deep personal and professional fulfillment.

A hospital built for and by the community, we continue to expand our services and unit sizes to meet the needs of a growing population, creating opportunities for increased hands-on skills development, cross-department training, and promotion. With a leadership team led by our CEO, an ER physician who has been on the front-lines, driving our vision of patient-inspired health care without boundaries, everyone here is appreciated for their contribution in bringing our values to life, fostering innovation in assessments and treatments, and supporting the well-being of their patients and each other.

**Who we are**

Osler is committed to providing safe, equitable, high-quality care in an environment that inspires our staff to learn, innovate and grow. We believe that, together, we can create a stronger, more unified health care system for people across our region.

One of Canada's Best Diversity Employers for the ninth year in a row in 2021 for its exceptional workplace diversity and inclusiveness programs and one of Greater Toronto's Top Employers for the eighth time in 2019, Osler provides a leading healthcare network to grow your career. A multi-site hospital system that serves 1.3 million residents of Brampton, Etobicoke, and surrounding communities, we offer employees incredible exposure and challenging hands-on opportunities to stay at the top of your game. Our patient-centric focus is demonstrated across our locations, all uniquely designed to support both the practical aspects of access to compassionate, cutting-edge health care, as well as the way patients and visitors feel.

**POSITION:** Non-Union  
Assistant Manager, Dialysis – One (1) Full Time

**DEPARTMENT/CAMPUS:**  
Dialysis - Multiple Sites

**POSTING NUMBER:** OSLER17000

**HOURS:** Currently Days, 8 hour shifts, including weekends and statutory holidays (Subject to change in accordance with operational requirements).

**HOW YOU WILL MAKE AN IMPACT:**

The Assistant Clinical Services Manager will support the day to day operations of the hemodialysis unit and related satellite stations. In addition, the incumbent will provide leadership of the Nursing and Health Care Aide staff in the hemodialysis units. This position supports the direct needs of both the patients and staff through frequent rounding and monitoring of all care processes. They are accountable for oversight of the delivery of safe, competent and ethical care. The ACSM is a valued leadership team member with input into both vision and operations of the program.

This position will report to the Clinical Services Manager to ensure the program goals and objectives are met and are in alignment with the corporate strategic plan.

#### **Quality and Safe Patient Care:**

- Oversees the direct needs of both the patients and staff through frequent rounding and monitoring of all care processes;
- Supports the implementation of best/leading practices, quality documentation and accountability models;
- Facilitates an inter-professional collaborative approach to care, recognizing and maximizing the unique contribution of each team member;
- Monitors and respond in a timely manner to quality, safety, risk and other performance/outcome indicators;
- Promotes patient and family-centred care. Responds and addresses issues and or concerns identified by patients and families as well as internal and external stakeholders in a timely fashion;
- Supports resolution of issues/concerns/ related to operational activities within the hemodialysis service by the CSM.

#### **Leadership and Collaboration**

- Demonstrates ability and experience in the leadership domains of leading self, leading others, engaging others, achieving results and developing partnerships
- Supports the CSM in achieving program targets, managing risk, improving quality and safety and advancing patient care outcomes within the hemodialysis unit
- Works collaboratively with other hemodialysis team members in reducing waste, adding value, raising standards, improving effectiveness and delivering high performance from the team;
- Works collaboratively with the CSM to identify gaps in processes, policies and procedures and support the sustainable delivery of excellent patient-centred care.

#### **People Development and Team Building**

- Fosters open communication, learning, and professional growth of the nursing staff
- Provides the clinical expertise essential to support managers with effective problem solving and decision making
- Initiates action and reports to the CSM, when staff behavior and/or performance do not meet professional standards
- Provides feedback to the CSM for the completion of performance evaluations for nursing staff and provide performance evaluations of assigned staff.
- Creates an environment that empowers individuals to take ownership and responsibility for their actions, promote staff initiative and nurture high morale and engagement

#### **Clinical Resource Utilization Management**

- Advises on, and oversees daily staffing requirements cost-effectively in order to meet daily operational needs of the units
- Identifies issues and challenges; monitor trends requiring targeted interventions and change in practice patterns or processes
- Identifies value-added point of care resources to ensure and optimize safe and effective patient-centred care
- Responsible for supporting the CSM with the completion of time keeping, shift changes, payroll completion and approval.

#### **Life-Long Learning**

Demonstrates relevant on-going professional development and commitment to continuing development

#### **YOU HAVE:**

- Baccalaureate Degree is required or must be in progress with a commitment to complete within 3 years.
- Relevant Master's Degree preferred
- Must have a minimum 3 years recent experience working as a Hemodialysis Nurse

- Member in good standing with the College of Nurses of Ontario
- Minimum 3-5 years acute care leadership experience
- Demonstrated effective communication, team building, problem solving and conflict resolution skills
- Demonstrated ability to engage and work collaboratively with all levels and members of the inter professional team through previous leadership or management experience
- Able to identify work and patient flow processes needing to be established or revised
- Knowledge of collective agreements and working experience in a unionized environment is preferred
- Excellent written, verbal communication and documentation skills
- Detail oriented with excellent organization and time management skills

**Your community thanks you for considering this role.**

Joining Osler now is a chance to immerse yourself in a culturally diverse, collaborative, and innovative environment. You will play a key role building out a healthcare program that addresses the needs of people from all over the world and all levels of income, experiencing minor and life threatening injuries and diseases. As a major hospital system, we are home to some of the biggest specialty and emergency departments in the country and you will broaden your expertise, increase your knowledge and your own adaptability, and gain endless opportunities for growth.

**Come live our values - Respect, Excellence, Innovation, Service, Compassion and Collaboration - with us.**

Osler values inclusivity and diversity in the workplace. We welcome and encourage applicants from diverse backgrounds. We are committed to providing accessible employment practices that are in compliance with the Accessibility for Ontarians with Disabilities Act. (AODA). If you require an accommodation at any stage of the recruitment process, please notify Human Resources at [human.resources@williamoslerhs.ca](mailto:human.resources@williamoslerhs.ca).

While we thank all applicants, only those selected for an interview will be contacted. Any information obtained during the course of recruitment will be used for employment recruitment purposes only, and not for any other purpose.

[Click Here to Apply!](#)