

Clinical Services Manager – Kidney Care Program (Hemodialysis)

Full-time career opportunity

Are you a highly motivated, self-directed and results-oriented clinical leader who consistently demonstrates a creative and collaborative management style? If so, this leadership role – at our St. Catharines Site and/or multiple sites – would be an exciting career move.

At **Niagara Health**, we are committed to delivering on our promise of a great patient experience, satisfied staff and physicians, and financial stability. In alignment with the Mission and Values of Niagara Health, we are looking for a dynamic leader who excels in engaging people, promoting quality and safety, building successful teams, planning and decision-making, and who will foster an environment of clinical excellence in partnership with patients.

Reporting to the Director of Patient Care, you will provide leadership in the management of the Kidney Care Program, including the delivery of quality patient care and safety in accordance with established program and hospital policies and procedures, legislative requirements, Standards of Practice and the Niagara Health Strategic Plan.

As Clinical Services Manager, you will be accountable for quality patient care and staff performance, customer service and risk management, as well as the implementation and evaluation of quality improvement initiatives/critical success factors and metrics as determined by Niagara Health. In this role, you will also be accountable for the patient experience, patient flow, day-to-day operations, people management, fiscal stewardship, risk management and safety, and the provision of high-quality care.

To join our team as Clinical Services Manager – Kidney Care Program (Hemodialysis), you must be an innovative, experienced and qualified Registered Nurse or other healthcare professional whose knowledge base and skill set include:

- Current registration in good standing with the College of Nurses of Ontario or registration with a Health Professional College.
- Bachelor of Science in Nursing or a related university degree; Master's degree, preferred.
- Education and experience in chronic disease management and/or renal care.
- Three (3) to five (5) years of leadership experience, or an equivalent combination of educational training and experience.
- Working knowledge of the Public Hospitals Act, regulated legislation, labour agreements, and hospital policies and procedures.
- Knowledge and application of evidence-based practice.
- Demonstrated ability to lead teams and work effectively within an interdisciplinary team.
- Demonstrated ability to network with Outpatient and Community Programs to facilitate seamless transitions in care.
- Demonstrated ability to manage a diversified workload with rapidly changing priorities & challenging deadlines.
- Demonstrated project management skills.
- Evidence of effective customer service, judgment, critical thinking and decision-making skills.
- Demonstrated excellent leadership, communication, interpersonal and organizational skills.
- Flexibility, self-motivation and ability to multi-task.
- Demonstrated commitment to continuing education in health care or business.
- Ability to work in a matrix model, i.e. program and site.
- Ability to maintain consistent, regular attendance.
- Proficiency in both official languages (English & French) will be considered an asset.

NOTE:

- Vaccines (COVID-19 and others) are a new hire requirement of the job, unless you have an
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exemption based on a medical ground or on a ground pursuant to the Ontario Human Rights Code.

Discover a team environment of Extraordinary Caring – and great quality of life

We are **Niagara Health** and our CORE values inspire us to be EXTRAORDINARY: Compassion in Action, Driven by Optimism, Achieving Ambitious Results. We are a multi-site hospital that provides a wide range of inpatient and outpatient services, including Acute Care, Cancer Care, Cardiac Care, Complex Care, Emergency and Urgent Care, Kidney Care, Long-Term Care, Mental Health and Addictions, Stroke Care and Surgical Care. We serve over 450,000 Niagara residents across six sites. Our team is made up of more than 4,800 employees, 600 physicians and 850 volunteers who we count on to deliver extraordinary caring. In fact, Accreditation Canada has awarded Niagara Health with Exemplary Standing, a clear demonstration of our team's commitment to the highest safety and quality standards.

To join Niagara Health is to spend more time enjoying life than commuting. Nestled between Lake Ontario and Lake Erie, and best known for its tourist attractions, the area offers great geographical advantages. Our hospital sites are located in thriving communities, where affordable housing, a myriad of recreational and cultural activities, and diverse settings make both family and single living a rewarding experience.

For more information on Niagara Health, visit www.niagarahealth.on.ca. Please apply online, by **Tuesday, November 23, 2021**, at

<https://careers.niagarahealth.on.ca/erecruit/VacancyDetail.aspx?VacancyUID=00000023326>

Join us on twitter @ nhscareers

We are especially interested in connecting if you...

- **Value diversity, equity and inclusion;**
- **Are excited about being part of a respectful and hard-working team in the beautiful Region of Niagara;**
- **Identify as a member of one or more of the following groups: equity-seeking group, Indigenous persons, persons with disabilities, persons of diverse sexual orientations and gender identities and all others who may contribute to the further diversification of ideas;**
- **Have a background or expertise in the healthcare environment, supporting patient care and providing extraordinary customer service.**

In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code, Niagara Health will provide accommodations through the recruitment process to applicants with disabilities. If selected to participate in the recruitment and selection process, please inform Human Resources of the nature of any accommodation(s) that you may require in respect of any materials or processes used to ensure your equal participation.
