

Program Manager - Regional Renal Services

Department: Renal and Palliative Care

Hours of Work: Full-Time, Days

Salary: Class 8 - \$100,062 to \$120,074 per annum + benefits/pension

Location: Kingston General Hospital site, Kingston, Ontario

PRIMARY FUNCTIONS:

Reporting to Program Operational Director (Renal and Palliative Care), the Program Manager is responsible for the overall leadership of regional renal services, in such areas as ambulatory clinics, in-facility dialysis, independent home therapies, and kidney transplant. The Program Manager is responsible for taking appropriate actions and making the necessary decisions to ensure the continuity of care, patient and staff safety, and 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-centred engagement and care. The Manager will use a team-based approach to care delivery so as to support, promote, and lead through example, the adoption of the organization's strategic direction.

The Manager provides direction and guidance to an interdisciplinary team to coordinate and integrate services, and encourages ongoing performance improvement. The incumbent collaborates with others to grow the home therapies and kidney transplantation program, regionalize multi-care kidney clinics, and maximize the use of available resources to facilitate efficient and excellent patient care.

This role has direct responsibility for achieving results and 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-centred engagement and care.

DUTIES & RESPONSIBILITIES:

Patient Care & Safety

- Supports the coordination of kidney transplant education, workup, and post-transplant follow-up
- Ensures that high-quality dialysis 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 home therapies (training, home dialysis, and support services) and that services are delivered in a timely fashion with high quality of care
- Ensures that satellites will follow hub-led processes when assessing/reassessing patients at the satellite for home dialysis eligibility as well as the appropriate referral/transfer protocol
- Advocates for the assessment of, and use, of patient and family goals of care in planning and treatment decision making in multi-care kidney clinics and throughout their kidney care journey
- 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.
- 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.
- Oversees the safe, effective and timely training of all home patients and their families/significant others on the safe and effective operation and maintenance (as appropriate), of all home therapies equipment
- Acts as a resource for the patient to address concerns and questions

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.

Operations

- Develops, manages and evaluates the operations of 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.

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.

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 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

NOTE - The above duties are representative but are not to be construed as all-inclusive.

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 health related regulatory body
- Two years management experience and/or equivalent
- Familiarity with quality-based procedures and bundled care methodology and budgets
- Minimum five years related healthcare experience; renal dialysis experience an asset
- Demonstrated proficiency in the use of word processing, spreadsheet and presentation software (Microsoft Office Suite)
- Experience with Project Management and or Continual Quality Improvement methodology
- Demonstrated ability to facilitate change
- Ability to lead by example and actively incorporate the mission and values of the organization in everyday work
- Ability to work collaboratively with fellow employees and supervisors toward the achievement of the organization's overall goals and objectives
- Excellent verbal and written communication and interpersonal skills.
- 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.
- Satisfactory criminal record check with vulnerable sector search

PHYSICAL REQUIREMENTS:

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

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.

To apply for this position, please click on this link:

<https://career5.successfactors.eu/sfcareer/jobreqcareer?jobId=70061&company=KGH>

