



Emily's House Manager of Clinical Programs

Job Description

Employment Status: Full Time (1.0 FTE)

Program Name: Emily's House Pediatric Hospice

Number of Hours Bi-Weekly: 75

Work Schedule: Days

On Call: Yes, once a month

To Apply: Email Cover Letter and Resume to raunis@emilyshouse.ca

Deadline: Sept 8, 2020

Featuring a home-like, comforting environment, Emily's House is dedicated to caring for children with a life-limiting illness and their families. With around the clock nursing, and therapeutic services and programs, Emily's House offers high quality specialized hospice palliative care, comfort and medical respite to help enrich the lives of children and families through all stages of a child's illness.

The Manager of Clinical Programs reports directly to CEO and is responsible for directing, organizing, and supervising the work of Emily's House clinical staff, which typically includes registered nurses (both RPN's and RNs), and Personal Support Workers. They also coordinate nursing efforts to ensure that effective patient care is being provided and that quality standards are met. The Manager supports and promotes the goals and values of Emily's House and Philip Aziz Centre, understanding the relationship between both our visiting hospice programs and residential hospice and their roles as an integrated community care provider.

Qualifications:

- Current Ontario registration as a registered nurse with CNO
- Hospice Palliative Care Nurse Certified (not mandatory)
- Masters prepared in Nursing, Health Sciences, or Education
- Member of Registered Nurses Association of Ontario (RNAO)
- Sound knowledge of research methodology, the consultative process, crisis management, pediatric growth and development and advanced skills in history taking and physical assessment
- Ability to function collaboratively within a multidisciplinary team

- Ability to practice autonomously
- Strong clinical skills in palliative care (preferred in pediatrics)
- Previous management experience
- Strong knowledge and ability to incorporate the principles of Family Centered Care into practice

Competencies:

- Applies the nursing process to assess and intervene holistically in complex, acute, and or chronic health problems within the pediatric palliative care population with the intent to assist the bedside nurse at Emily's House as well as the community practitioner in delivering optimum pediatric palliative nursing care
- Provides expert client care, based upon an in-depth and advanced understanding of pediatric nursing and other relevant sciences
- Draws on knowledge, skill and experience to intervene in clinical situations
- Open to a wide range of treatment modalities, situations, and settings
- Provides leadership and guidance to other nurses
- Ensures that all new staff are properly oriented to Emily's House
- Oversee the effective delivery of competent, compassionate patient centre care by monitoring and evaluating patient care processes and outcomes
- Addresses personnel issues to ensure a productive and supportive work environment
- Experience with legislative requirements
- Ensures family-centred, culturally appropriate, patient focused services and care are provided by clinical staff

Responsibilities:

Administration

- Collaborates with the intake coordinator to ensure efficient utilization of beds
- Approves the clinical schedule assessing client acuity/workload ensuring patient/nurse ratios comply with provincial legislative requirements
- Evaluates patient care, reviews current benchmarks, develops processes to improve patient care, if needed
- Facilitates and continuously supports quality and process improvement initiatives and risk management strategies to ensure patient and staff safety with CEO and Management Team
- Develops a nursing culture that adheres and complies to all relevant provincial, professional, and national standards
- As a member of the Emily's House leadership team participates in the development and evaluation of standards and physical conditions that ensure the health and safety of patient, families, and all staff

- Arranges and oversees nursing on-call for clinical issues, and clinical incidences

Direct Clinical Practice

- Creates an environment that supports and advances professional practice, by supervising, mentoring, and educating clinical staff to ensure staff are maintaining skill competencies
- Oversees the effective delivery of competent, compassionate patient centered care by monitoring and evaluating patient care processes and outcomes
- Evaluates the patient care, assessing gaps, and developing programs that bridge to the benchmarks in the standards of practice
- Active presence each shift on nursing floor/station to ensure direct clinical support and real-time learning
- Participates in the development of clinical resources, tools and documents
- Integrates evidence into practice through education, role modeling, and mentoring

Quality Assurance

- Evaluates need for programmatic growth and participates in the development and ongoing enhancement of medical services
- Participates on the Quality Assurance and Quality Management Improvement Committee, Joint Health and Safety Committee, and Nursing Practice committee
- Evaluates quality patient care standards of practice, and maintains a consistent level of quality of care offered to patients in collaboration with Medical Director and CEO
- Responsible for staff performance reviews and annual staff engagement surveys

External & Internal Relationships

- Collaborates with the local hospice community
- Develops a strong network with counterpart in paediatric hospices across Canada
- Advocate of paediatric palliative care
- Works effectively with the multidisciplinary team at Emily's House and Philip Aziz Centre visiting hospice, community agencies, and Pediatric Advanced Care Team of Sick Kids Hospital
- Build relationships with key local regional partners to advance integration of services and ensure timely access of care