

# VILLA CATHAY CARE HOME SOCIETY

## JOB DESCRIPTION

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**JOB TITLE: Care Quality Leader**

**Department: Nursing/ Leadership**

**Report to: Resident Service Manager**

**Classification: Excluded**

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### JOB SUMMARY:

Reporting to the Resident Service Manager, the Care Quality Leader (CQL) provides frontline leadership and supervision to the RNs, LPNs, and RCAs working in the assigned unit. The CQL will be in charge with the care delivery, clinical performance, resource utilization, e.g. staffing, of the assigned cluster of 2-4 neighbourhoods of 50-65 residents. He/she will coordinate with allied health professional, support services, and build positive partnership with residents and families to achieve the care goal of each resident's and the organizational mission and vision.

As a frontline leader, CQL will also work with the leadership team to fulfill the care enhancement projects, including but not limited to accreditation, eMAR, and PointofCare implementation. The CPL is responsible for fostering a open and positive work environment to continuous learning and quality improvement.

CQL of different neighbourhood clusters will be working collaboratively as a strong team and provide coverage to one another.

### Key DUTIES AND RESPONSIBILITIES:

1. Provides clinical supervision and leadership to the direct report to exceed standard care for residents and achieve person-centered care goals consistently by reviewing 24-hour shift report and addressing significant changes in resident's condition and high risk clinical occurrence, such as use of restraints, unexplained injuries, falls, wounds, behavioral episodes, medication errors and near misses, and infection prevention and control.
2. Coordinates daily routines, assignments, and staffing level. Makes needed adjustment to maximize the effectiveness of work method and efficient use of resources.
3. Provides orientation to new staff and facilitates a smooth onboarding process. Evaluate performance through probationary review, annual performance appraisal, and on the job evaluation.
4. Provides continuous guidance, coaching, and supervision to all assigned staff to assess and support ongoing professional development and assurance of care skills. Follow through with staff to meet the mandatory training requirements.
5. Monitors and oversees the care resources utilization through the management pf supplies,

inventory, and staffing.

6. Actively participates in the implementation of various clinical initiatives to continuously improve quality of care in the ever-changing health care environment.
7. Screens admission package, make recommendation, and coordinate with the interdisciplinary team for a smooth move-in experience for new residents.
8. Conducts regular and unannounced audit for quality assurance.
9. Coordinates with the interdisciplinary care professionals, physicians, and support services to problem solve and promote the best care options and quality possible for residents according to their goal.
10. Monitors and follows through with the completion of RAI-MDS assessment, care plan development and reevaluation, and the update of ADL sheet and bedside care plan. Audit the accuracy of assessment data and provide monthly care delivery review to Resident Service Manager.
11. Schedules and presents in care conferences on behalf of the primary nurse if needed for the assigned unit and complete the care conference notes.
12. Responds to resident and family concerns and complaints, address, resolve, or escalate the issue effectively and timely.
13. Maintains a safe environment for residents and staff. Conducts incident investigation of the assigned neighbourhood and completes incident report. Coordinate with facility services for regular audit and inspection on care equipment and report repair and replacement needs.
14. Other relevant duties as assigned.

### **QUALIFICATIONS**

- Current practicing registration with BCCNM
- Baccalaureate degree in nursing plus five (5) years recent experience in gerontology and demonstrated competencies in leadership.
- Demonstrated leadership ability with comprehensive knowledge of nursing and health care practices and techniques as they relate to long term care.
- Post graduate courses and/or certification in Gerontology an asset or the equivalent combination of education, training and experience.

### **Knowledge, Skills, Abilities and Attributes**

- Superb people skills in mentoring, coaching, and motivate adult learners.
- Demonstrated ability to effectively resolve conflicts and communicate in writing and verbally.
- Demonstrated proficient skills in organization and prioritization
- Superb ability in building team and inspiring collaboration.
- Comprehensive knowledge of other health care disciplines and their role in resident care.

- Demonstrated ability to adapt to the changing health system and an understanding the broad determinants of health.
- Broad knowledge of the local Community and regional initiatives that may impact resident care, resource access or practice guidelines.
- Demonstrated ability in dealing with a variety of situations and responsibilities requiring initiative and professional judgment.
- Ability to supervise.
- Demonstrated ability to apply decision making and analytical skills.
- Demonstrated ability to provide leadership and work direction
- Demonstrated ability to develop and evaluate health education resources.
- Demonstrated ability to critically read and utilize current health research in evidence based practice.
- Demonstrated ability to identify community resources appropriate to resident and the population needs.
- Demonstrated computer skills including the ability to effectively use a computerized client care information system and Windows applications.
- Demonstrated ability to plan, organize and prioritize work according to the organizational goals.
- Physical ability to perform the duties of the position.
- Valid First Aid and CPR certificate
- Ability to speak Chinese is an asset.