

Assistant Care Manager

Job Summary:

Operating in accordance with the Villa Cathay Care Home (VCCH) person-centered care philosophy, the Assistant Care Manager provides frontline leadership and guidance to Nurses, Health Care Assistants, and other non-licensed care staff. By effectively manage the workforce and the standardized best practices, the incumbent ensures the daily operation of resident services programs, including both professional and personal care are delivered in a manner that fulfill the goal for each resident as well as the vision and mission of VCCH. Under the general direction of the Care Manager, this leadership role leads and collaborates with the interdisciplinary team to assert the person-centered care philosophy and to promote a culture of excellence.

The Assistant Care Manager is responsible for overseeing the implementation of best practice standards, timely and proper implementation of individualized care plan, supervising and guiding the care team for quality care outcomes, and foster the partnership with residents and families to support safe care for resident as well as to enhance a sense of purposeful living and dignity.

Duties and Responsibilities:

Key Responsibility Area: Supervision and Team Leadership

1. With the general direction of the Care Manager, provide clinical supervision and leadership to ensure safe and quality nursing care is delivered.
2. Provides guidance, coaching, and supervision to the nursing team to ensure that care delivery follows regulatory requirements, professional standards, and in accordance with evidenced based best practices to enhance residents' sense of quality of life.
3. Conduct admission screening to identify care needs and evaluate the suitable services a resident applicant requires. Liaise with the admission and interdisciplinary team to obtain required information for decision making and arrangement.
4. Provide leadership and guidelines (may have to perform the duty hands on from time to time) during the admission assessment. Monitor the completion of admission assessment, development of initial care plan, and supervise the completion of comprehensive interdisciplinary assessment and initial care conference.

5. Through daily rounds, audits, timely communication, and other means, supports the nursing team in problem solving according to residents' needs. Updates and adjusts assignments. Imparts the nursing team with knowledge and reinforces through skill practice to perform the duties appropriately and to deliver the desired outcomes.
6. Oversees the implementation of resident care plans through daily assignment. Monitors and assists care aides in adapting the bedside care plans to meet resident's current care needs while maintaining the dignity of each resident.
7. Monitor and supervise effective communication between team members to identify resident changes, red flags, timely update of assessment and care plan to minimize residents' risk of undetected health changes and risk.
8. Addresses concerns and complaints of residents and families to enhance satisfaction, and to improve residents' sense of quality of life.
9. Identifies learning needs of the nursing team. Provides, arrange, or coordinate professional development through ways such as huddles, in-service, meeting, and liaising education sessions with internal or external educators. Provide and arrange orientation, in collaboration with HR and other nurse leaders, for new nursing team for effective and smooth on-boarding.
10. Foster a safe work environment by modeling and promoting proper practice. Conduct incident investigation. Serve as a member and work collaboratively with the Occupational Health and Safety Committee to promote the workplace health and safety.
11. Makes temporary staffing adjustment as needed and provides proposal and recommendations on the effective staffing allocation.
12. Conducts probationary, annual, and ad hoc performance review with nursing team members and guide the individual staff's development of professional development plan.
13. Be involved in and execute, in collaboration with human resources manager, hiring, disciplinary, and termination decisions and meeting.
14. Identifies and addresses gaps in the care delivery process and promotes the quality improvement in a systemic manner including but not limited to recommending policy and procedure changes, collaborating with the interdisciplinary team in quality improvement initiatives.
15. Monitors the use of equipment and supplies and reports malfunctioning equipment and supply needs to appropriate staff.
16. Performs other related duties as assigned.

Qualifications

Education, Training and Experience

- Active registration with BCCNM
- Graduation from a recognized program of nursing. A Master's in health administration or health relevant discipline an asset
- Valid First Aid and CPR certificate
- 1-3 years' experience in long-term care and health leadership role, or a combination of education and experience.

Knowledge, Skills, Abilities and Attributes

- Superb ability in effective interpersonal skills to inspire behavioural changes in a professional environment.
- Strong communication skills orally and in writing and the ability to adjust strategies according to the audience.
- Strong organization skills and ability to prioritize and adapt to meet organizational and resident care needs.
- Effective problem solving and analytical skills.
- Able to work effectively independently and in a team. Ability to inspire others.
- Ability to communicate in Cantonese/Mandarin is considered an asset.
- Demonstrated ability to work under pressure.
- Demonstrated word processing and database skills and computer literacy to operate a computerized client and scheduling information system.
- Physical ability to perform the duties of the position

Successful applicants may be required to complete a Criminal Records Review Check.

As per the current Public Health Order, full vaccination against COVID-19 is a condition of employment with Villa Cathay Care Home. We appreciate and thank you all applications in advance for their interest, however, only those candidates selected for an interview will be contacted.

How to Apply

To apply or for any inquiries, please email us at: hr@villacathay.ca and put “Assistant Care Manager” in the email subject line.