



Position Title: Clinical Supervisor (RPN or RN)

District: North Western Ontario

Office Location: Red Lake, ON

Overview:

ParaMed Inc., has been providing home care and wellness solutions across Canada since 1974. Our ability to successfully match caregivers with clients has allowed us to grow into the largest home care team in Canada. With over 10,000 employees in six provinces and 75,000 clients, we ensure family members receive a familiar face and dignified care.

Reporting to the Care and Service Manager, the Clinical Supervisor provides supervisory support to Regulated and Unregulated Staff. Responsible for ensuring effective delivery of patient services to a designated geographic area in accordance with the ParaMed's mission statement, established policies and procedures, relevant legislation, government guidelines, the Collective Agreement and local contract requirements.

Responsibilities:

Operations

- Ensures the establishment of an effective patient-related Plan of Care which is consistent with funder service plan.
- Conducts in-home visits per ParaMed's policy (Quality Management Manual – Home Visit Policy) to assess.
- Receives and reviews referrals/requests from funder.
- Provides advice and support to the Patient Service Delivery Coordinators, as required, when scheduling for a non- routine/complex patient.
- Case manages all non-LHIN funded patients.
- Communicates regularly with funder about patient Plan of Care, changes in condition and risk issues.
- Collaborates with internal and external health care team as appropriate.
- Reviews, implements and complies with all policies and procedures as directed.
- Maintains current and accurate documentation on all patient records (in-home/electronic/office) and patient charts/records.
- Generates reports and performs statistical analysis (i.e. on hours worked, number/nature of visits, number of performance reviews completed).

- Determines the appropriateness of an unregulated care provider performing a Special Function.
- Delegation of an authorized act procedure to unregulated staff
- Teaching and monitoring of Special Function.
- Participate in On-Call Rotation as required.

Quality and Risk Management

- Responds to and follows through on urgent situations regarding patients including Not Seen/Not Found, in accordance with local contractual obligations.
- Ensures that regulated staff are informed in a timely manner of any potential or real risk within the scope of their position.
- Investigates and responds to serious funder/patient complaints/issues.
- Initiates and follows through on Reportable Event Document (RED's).
- Ensures compliance with all Quality Management policies and Risk Management procedures.

Hire and Management

- Interviews and recommends hiring decisions
- Conducts orientation, training and In-Service training as required.
- Monitors employee performance through in-home visits, internal/external feedback and funder feedback.
- Assesses employee performance through the completion of probationary reviews and annual performance reviews
- Receives and responds to work-related concerns/issues in a timely manner.
- Responds to performance concerns in a timely manner through investigation and follow-up, as required, with an appropriate Management or Human Resources Representative.
- Ensures compliance with the Collective Agreement, if applicable.
- Ensures that the employee recognition program is maintained Occupational Health and Safety
- Ensures that health and safety hazards and accidents are reported immediately and in compliance with Community Health Services' established policies and procedures.
- Investigates and thoroughly documents all accidents and reports all time-sensitive documentation to the Occupational Health and Safety Department and Workplace Safety and Insurance Board.

- Creates and promotes a rehabilitation/return to work plan for injured workers that includes modified work assignments.
- Completes ongoing monitoring of the established rehabilitation/return to work plan and complies with and understands the Occupational Health and Safety legislation and practices

Internal/External Communication

- Responds to requests for private/private/another funder service.
- Develops and strengthens a positive working relationship with patients, funder and other service providers.
- Actively participates in internal and external committees and community functions (i.e. workshops, job/health fairs, patient conferences, provider meetings, participation on focus groups).
- Continually improves professional development (i.e. reading educational material from the College of Nurses, attending workshops and seminars).
- Contributes to a healthy and safe working environment.
- Performs other duties as required.

Qualifications and Education Requirements:

- The minimum qualifications for this job are specialized post-secondary education and between 3-6 years of job- related work experience, or an equivalent combination of education and experience.
- Current Registered Practical Nurse or Registered Nurse Certificate or Registration from the College of Nurses of Ontario.
- Excellent verbal and written communication skills.
- Thorough knowledge of community health care, community programs/services and first aid.
- Excellent organizational, interpersonal and teaching skills.
- Proven experience leading and managing a team.
- Experience in a unionized environment is an asset.
- Working knowledge of MS Office software application.
- Knowledge of the Patient Information Management System software is an asset.



In accordance with the Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act and ParaMed Policies on Accommodation, a request for accommodation will be accepted as part of ParaMed hiring process.