



JOB POSTING

DIRECTOR OF CARE, RESIDENTIAL HOSPICE SERVICES

(Full Time)

Better Living Health and Community Services is a charitable nonprofit community service organization established in 1969 that provides a continuum of care to seniors, individuals with disabilities and those with life limiting illnesses. Operating out of six locations and serving residents in both North York and York Region, our services include long-term care, community support services, community and residential hospice.

Better Living is the operator of Margaret Bahen Hospice for York Region, located in Newmarket, Ontario. Margaret Bahen Hospice is a 10 bed residential hospice that provides end of life care to individuals and their families in a warm, compassionate, home-like environment, ensuring through an integrated model of care, that their physical, emotional, social, spiritual and psychological needs are met. Margaret Bahen Hospice serves approximately 200 residents and their families from York Region and surrounding areas, each year.

Committed to providing outstanding hospice palliative care services to our residents and their families, Better Living Health and Community Services has an exciting opportunity for a **Director of Care, Residential Hospice Services**.

If you are committed to leading a team of exceptional staff, physicians and volunteers who provide outstanding care for residents and their families at end of life, this may be the position for you.

Reporting to the VP Hospice Palliative Care, the Director of Care will lead the planning, development, management and oversight of all clinical and residential care services at Margaret Bahen Hospice.

The Successful Candidate for this Position Must Have the Following Qualifications:

- Baccalaureate of Science in Nursing required; Master of Nursing preferred
- Current registration with RNAO required
- Post-RN education, certification or degree in nursing administration and management preferred
- A minimum of 3 years relevant management experience
- A minimum of 7 years of clinical experience, preferably within a hospice palliative care setting
- Canadian Nurses Association current certification in Hospice Palliative Nursing Care (CHPCN) preferred
- Advanced CPR certification
- Health and Safety Certification preferred
- Demonstrated experience in building palliative care capacity within an organization and in the community
- Strong interpersonal skills and the ability to work well in a team environment

Major Responsibilities:

- In keeping with the organization's mission, vision, and beliefs, and the philosophy and values of hospice palliative care, nurture a culture of Client/Resident centred service that promotes an integrated approach to care, compassion, and dignity.
- Demonstrate a consultative management style in the planning, organization, and supervision of the activities of the Clinical, Environmental and Food Services departments.
- Demonstrate a highly developed ability to listen; communicate goals; and share knowledge and experience with residents and their families.
- Oversee the medication management system of the hospice in accordance with best practice standards and legal and regulatory requirements.
- Oversee all aspects of Resident care, including but not limited to:
 - oversee the admissions to the hospice
 - work in partnership with the physician team to ensure resident needs are communicated and met
 - establish and maintain Resident records
 - investigate incidents and complaints, and as required identify and carryout appropriate corrective actions
 - provide appropriate training and clinical supervision to the nursing team
 - coordinate and monitor the infection prevention and control program
 - establish standards of care through the development and implementation of nursing policies and procedures
 - assume responsibility for appropriate staffing and scheduling, providing assistance and coverage as resident needs require
 - provide after-hours support to the clinical team, as required, in order to effectively manage critical needs
- Ensure compliance with all acts, regulations and requirements acting as a point of contact during any review processes conducted by regulatory bodies.
- Provide leadership to the health and safety, and fire safety programs at the hospice.
- Develop professional and effective working relationships with staff, volunteers, peers, stakeholders, community members and funders.
- Manage department budgets for the Clinical, Environmental and Food Services teams, completing funder reports and identifying variances, trends or financial risks to the VP Hospice Palliative Care as needed.

As per the Ministry of Health's Directive #6, Better Living has established a mandatory vaccine policy. In order to be considered for an interview candidates must demonstrate that they are fully vaccinated, are in the process of being vaccinated, or have a substantiated medical or religious reason why they cannot be vaccinated.

Better Living is an equal opportunity employer and is in accordance with the Ontario Human Rights Code, Employment Standards Act and Accessibility for Ontarians with Disabilities Act. Applicants need to make their request for accommodation known when contacted. Thank you to all who express interest in this position and we welcome all resumes however only those granted an interview will be contacted. No phone calls, please. Thank you.

Please email or fax your cover letter and resume to Human Resources by December 31, 2021 at 5:00pm:

E-Mail: hr@betterlivinghealth.org

Fax: 416-510-1104