



Provincial Assessment Centre For Community Living BC

POSITION TITLE:	Program Coordinator	POSITION NUMBER(S):	00083885
DIVISION: (e.g., Division, Region, Department)	Community Living BC	CLASSIFICATION:	Nurse 9
UNIT: (e.g., Branch, Area, District)	Provincial Assessment Centre	LOCATION:	Burnaby
SUPERVISOR'S TITLE:	Director	POSITION NUMBER:	00083879
SUPERVISOR'S CLASSIFICATION:	Business Leadership	PHONE NUMBER:	604-660-0228

PROGRAM

Community Living British Columbia [CLBC] delivers support and services to individuals with developmental disabilities and their families. CLBC staff strives to adhere to the corporate vision ***Good lives in welcoming communities.***

PAC is a tertiary assessment and treatment service facility. It is designated to serve developmentally challenged individuals with additional psychiatric, psychological and or behavioral issues. PAC provides short term assessment with recommendations to individuals and their care teams to help better support community placement and ongoing care needs.

PURPOSE OF POSITION

Reporting to the Director, the Nurse 7 functions as the program coordinator providing direction, leadership and supervision to all direct care staff. The Program Coordinator monitors direct care services; ensures that the delivery of care to clients meets practice standards and is evidence based ; promotes positive team development and team work within and across all disciplinary professional groups. Oversees scheduling and the interpretation and application of the collective agreements in day to day practice at PAC. This position assumes and performs duties of a more senior and administrative nature as assigned. This position is responsible for acting on behalf of the Director in his / her absence.

POSITION LINKS

Ensures appropriate linkage between PAC and community agencies including but not limited to emergency services, public health, pharmacy, laboratory, and the various DDMH teams. Is responsible for ensuring positive working relationships between inpatient programs and the clinical team and other support service workers of PAC. Maintains linkage with the professional bodies, Associations and educational institutions.

SPECIFIC ACCOUNTABILITIES AND DELIVERABLES

1. Supervises program staff in the provision of day to day care:

- Provides clinical and administrative direction and supervision to the Nurse 5 shift supervisors and acting shift supervisors in their direction of direct care staff who are responsible for client care.
- Ensures that practice of staff meets professional standards and corrects as necessary
- Participates in the recruitment, hiring and orientation of new staff.
- Provides ongoing supervision and performance development of direct reports through the use of the performance management planning tool (PMP)
- Provides and oversees ongoing supervision to the shift supervisors as they supervise the performance development of all direct care staff utilizing the PMP.
- Reviews job descriptions as necessary to keep in line with organizational direction and changes.
- Ensures the completion of all required documentation such as incident reports, WCB accident reports, nursing service reports etc.
- Reviews and investigates any unusual client care issues with recommendations to the Director as indicated.
- Ensures appropriate linkages between PAC and the necessary community agencies such as the local general hospital, emergency, fire department, RCMP, lab, pharmacy, public health, DDMH teams etc.
- Initiates investigations and completes various reports required, including staffing utilization, client care delivery issues and any allegations of misconduct.
- Oversees the application of the collective agreements in day to day practice.
- As a member of a multi-disciplinary team, supports the clinical staff team in their development and preparation of Positive Behaviour Support Plans and ensures that direct care staff are in compliance with same.
- Participates in all team and client planning meetings.

2. Provides Clinical Leadership:

- Provides leadership in all areas of practice and oversees the broad direction of nursing practice through regular nurses meetings which fosters practice discussions, professional, personal and organizational development.
- Assists in ensuring continuous quality management through policy development and implementation.
- Provides ongoing examination and audits of medical records to ensure the clinical record and behaviour notes are consistent with policy and legal practice standards.
- Ensures that patient care and programming activities are consistent with best practice approaches.
- Tracks and evaluates critical incidents; monitors these events and ensures the existence of policies that guide timely interventions, with referral for critical incidents stress debriefings where and when necessary.
- Promotes an understanding and appreciation for agency model of practice, values, beliefs and good public relations.
- Establishes and maintains ongoing opportunities for student practicum placements and relationships with educational organizations.

3. Ensures Safety and Security:

- Oversees and monitors the safety and security of all clients and staff through policy implementation and practices.
- Assesses the effectiveness of staff interventions and identifies areas for growth training and development.
- Proactively ensures that operational logs and incident reports are complete, accurate and meaningful.
- Oversees and assist's Nurse 5's with their practice issues as they arise through supervision and performance development.
- Provides supervision, direction and support through active leadership.
- Supports staff in their development of a safe therapeutic milieu.

4. Provides administrative decisions, actions and overview in the absence of the Director:

- Interprets agency policies and procedures for staff, ensuring staff's awareness and compliance.
- Oversees programs and identifies deficiencies and recommendations for same.



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5. Manages Quality Assurance issues in consultation with the Director:

- Develops, reviews, updates and evaluates clinical and administrative agency practices, policies, procedures and standards for client care.
- Oversees audits of client records for compliance, completeness and accuracy.
- Makes policy and procedural recommendations
- Responsible for the monitoring of all WCB incidents, the compilation of statistical data and recording of WCB and OSH related issues
- Chairs the OSH Committee

6. Coordinates staff training needs and initiatives:

- Determine if employee initiated training requests are appropriate, confirming that they are consistent with job performance evaluations and learning goals.
- Assists staff in completing requests for professional development through the learning department
- Assists in organizational development through the development of competencies by promoting the completion of PMPs
- Is familiar with relevant community resources.
- Is a member of the Education Committee. In conjunction with same determines staff educational needs.

7. In consultation with the Director may be assigned to investigate allegations where appropriate:

- Reviews the nature and content of complaints made by clients, parents, employees or other collateral sources, collects information, analyses same and makes suggested recommendations as appropriate to the Director including proposed changes to policies and procedures.
- May be asked to conduct interviews as appropriate with clients, parents, employees or other collateral sources to collect information, analyse same and make recommendations as appropriate to the Director including proposed changes to policies and procedures.

8. Performs other related duties:

- Consults with the Director as necessary.
- Acts on behalf of the Director in his/her absence.
- Chairs and/or participates on committees as assigned.

DIRECT SUPERVISION (i.e., responsibility for signing the employee appraisal form)

Role	# of Regular FTE's	# of Auxiliary FTE's
Directly supervises staff	7	0
Supervises staff through subordinate supervisors	16	19

PROJECT /TEAM LEADERSHIP OR TRAINING (Check the appropriate boxes)

Role	# of FTE's	Role	# of FTE's
Supervises students or volunteers <input checked="" type="checkbox"/>		Provides formal training to other staff	no
Lead project teams <input checked="" type="checkbox"/>		Assigns, monitors and examines the work of staff <input checked="" type="checkbox"/>	

SPECIAL REQUIREMENTS

Eligible to practice nursing in the province of BC, licensed by the CRPNBC and/or CRNBC. Applicant subject to a criminal record review. First Aid and CPR level C required. Understanding of and ability to apply the BCGEU and UPN/BCNU collective agreements.



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TOOLS / EQUIPMENT

Position requires basic computer skills.

WORKING CONDITIONS

As needed must be prepared to interact with unpredictable, aggressive, and acting out client behaviours. Promotes and investigates reported unsafe situations.

WORK EXAMPLES

Ensures the safety of clients and staff by reviewing all unusual occurrences, WCB accident reports and nursing service reports. Recommends policy and procedural changes as needed. Manages quality assurance issues in consultation with Director. Provides supervision, direction, and support through active leadership.

COMMENTS

Work in this environment may expose the incumbent to physical harm from aggressive clients and mental stress.

SELECTION CRITERIA

Education:

Bachelor degree preferred. Eligible to practice nursing in the Province of British Columbia as licensed by the CRPNBC and/or the CRNBC. Class 5 Driver's License.

Skills and Abilities:

- A minimum of 5 years clinical and supervisory experience in a multi-disciplinary team.
- Effective leadership skills and the ability to interpret and apply the collective agreements within a 24 hour, inpatient operation.
- Previous experience working with those individuals who have a dual diagnosis and/or in mental health.
- Knowledge of the Mental Health Act and other pertinent legislation.
- Demonstrated clinical leadership in all practice areas
- Is a proven decision maker – has the ability to organize, supervise and coordinate multiple professionals.
- Ability to manage and direct group dynamics.
- Demonstrated ability to plan and coordinate staff training needs and initiatives.
- Has strong conflict resolution skills
- Ability to delegate to and support practice issues.
- As a role model, demonstrates safe, ethical, and professional conduct

Some travel is required. Successful applicant is subject to Criminal Record Review Act check and will be required to provide a Driver's Abstract.

COMPETENCIES



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- Service Orientation
- Teamwork and Cooperation
- Leadership
- Holding People Accountable
- Planning & Coordinating
- Conflict Management

PREPARED BY

NAME: Linda Moyneur	DATE: January 2012	
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EXCLUDED MANAGER AUTHORIZATION

I confirm that:

1. The accountabilities / deliverables were assigned to this position effective: (January 2007).
1. The information in this position description reflects the actual work performed.
2. A copy has / will be provided to the incumbent(s).

NAME: Linda Moyneur, Director	SIGNATURE:	DATE: January 2012
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SIGNATURES

Incumbent NAME:		
Supervisor NAME: Linda Moyneur	SIGNATURE:	DATE:
Human Resources Consultant NAME: Barb Erickson	SIGNATURE:	DATE: