

Specialist, Allied Health and Support Services

Niagara Region – Long-Term Care Homes

Permanent, Full-Time

Organization Background:

Serving a diverse urban and rural population of more than 475,000, Niagara Region is focused on building a strong and prosperous Niagara. Working collaboratively with 12 local area municipalities and numerous community partners, the Region delivers a range of high-quality programs and services to support and advance the well-being of individuals, families and communities within its boundaries. Nestled between the great lakes of Erie and Ontario, the Niagara peninsula features some of Canada's most fertile agricultural land, the majesty of Niagara Falls and communities that are rich in both history and recreational and cultural opportunities. Niagara boasts dynamic modern cities, Canada's most developed wine industry, a temperate climate, extraordinary theatre, and some of Ontario's most breathtaking countryside. An international destination with easy access to its binational U.S. neighbour New York State, Niagara attracts over 14 million visitors annually, as well as a steady stream of new residents and businesses.

At Niagara Region, we value diversity - in background and experience. We are proud to be an equal opportunity employer. We aspire to hire and grow a workforce reflective of the diverse community we serve. By doing so, we can deliver better programs and services across Niagara.

We welcome all applicants! For more information about diversity, equity, and inclusion at Niagara Region, Diversity, Equity and Inclusion - Niagara Region, Ontario or email related questions to diversity@niagararegion.ca. To send input on reducing barriers in the current hiring process, please email myhr@niagararegion.ca

For the Region's full employee equity statement, Working at Niagara Region - Niagara Region, Ontario.

Position Summary:

Reporting to the Associate Director, Clinical and Support Services, the Allied Health, and Support Services Specialist will provide leadership in Nutrition, Environmental Services, Recreation and Rehabilitation. Allied health and support services encompass a diverse range of roles within the healthcare sector that are crucial for delivering comprehensive resident care and ensuring the smooth operation of Long-Term Care (LTC) home. This position will provide capacity building to staff through effective implementation and sustainability of consistent systems, processes, and practices. They will develop protocols, policies, standards, and procedures to create a safe, clean, healthy, and comfortable living environment for the residents. The specialist will collaborate with interdisciplinary team including Nutritional, Environmental Services Managers and LTC Program Managers to promote a holistic approach while ensuring compliance with Fixing Long-Term Care Homes Act, regulations, and other related legislations.

Education:

- Degree or diploma in Healthcare, Environmental Services, Food Service and Nutrition Management or Recreation and Leisure Studies or equivalent.
- Updated Safe Food Handlers Certificate through Public Health
- Member in good standing with CSNM (Canadian Society of Nutrition Manager) preferred

- Completion of technical courses related to institutional, housekeeping, and linen management is preferred.

Knowledge:

- At least 3 years of current related experience in a Long-Term Care Home
- At least 3 years of current related experience in management.
- Demonstrated leadership and communication skills is preferred.
- Knowledge of electronic documentation software
- Knowledge of the Fixing Long-Term Care Homes Act and regulations; Occupational Health and Safety Act; and the Accreditation Process
- Knowledge of Food Premise Act
- Certificate or courses in education, quality improvement, program evaluation, business analysis tools and techniques
- Advanced skills in MS Word, MS PowerPoint, Excel and Clinical Documentation Program (PCC)
- Knowledge and experience in Infection Prevention and Control

Responsibilities:

Provide functional leadership to the Nutrition, Environmental Services and Program Managers (20% of time).

- Coordinate the overall operations of the Nutrition, Environmental Services and Programs Unit of Seniors Services. Understanding the program initiatives, key performance indicators, workflows, resources to meet objectives.
- Develop, maintain, and leverage effective relationships with clinical and external vendors.
- Interact with colleagues to understand requirements and to ensure that needs of staff and residents are met.
- Facilitate professional development activities for nutrition and environmental staff members. Participate in team initiatives to develop an analytical knowledge base, standards of practice, and train other members of staff in new methods or processes.

Contributes to the development, maintenance and evaluation of all nutrition, program, rehab, and environmental services in consultation with the Managers and division staff (20% of time).

- Completes and interprets statistical data for reports required by the Senior Manager.
- Maintain and create necessary reports and ensure projects meet defined scope and timelines.
- Program assessment to assure key performance indicators (KPIs) are achieved.
- Continuous quality review and improvement of program areas.
- Long-range planning and development of the program in consultation with LTC Program Manager and Nutrition and Environmental Services Manager.
- Prepares and maintains documentation such as analysis plans, project reports and other technical documents.

Develop, update, and manage nutrition, rehab, programs, and environmental policies to ensure compliance with legislative requirements, using research skills and current best practice standards. (20% of time)

- Research, review, analyze and plan nutrition and environmental practices.
- Lead in reviewing and updating policies/procedures of nutrition and environmental services.
- Develop communication and training materials to support the rollout of revised policies and / or new policies.

Provide professional expertise, capacity building and guidance to the nutrition, programs, rehab and environmental staff members based on identified needs, current research and operational and strategic plans. (10% of time)

- Research and develop education programs and curriculum in response to identified gaps in knowledge and / or practice.
- Design, coordinate and facilitate training sessions as outlined in the Annual Education Plan.

Lead Nutrition, Programs, Rehab and Environmental Quality Initiatives. (20% of time)

- Review RQI (Resident Quality Inspections – Ministry of Health and Long-Term Care) data for trend analysis, follow up, recommendations, education, and reporting.
- Conducts audits and or investigations to evaluate the nutrition and environmental departments effectiveness and compliance with standards, including legislative/regulatory requirements, LTC divisional policies and procedures, and standard operating procedures.
- Utilize Quality Improvement tools and business analysis tools and techniques and coach staff using a quality framework.
- Support the Accreditation Canada process to ensure all clinical components are met and monitored.

Build relationships, alliances, and partnerships across internal and external stakeholders. (10% of time)

- Works closely with management and staff of Seniors to monitor on an ongoing basis to evaluate needs and requests.
- Liaises regularly with appropriate faculty of local and regional educational institutions to provide feedback, consultation and collaborate on training.
- Works with vendors to build relationships and organize education for staff.
- Member of Seniors Quality Steering Committee.
- Lead the Dietitian Working Group.
- Chairs and participates on internal committees.
- Collaborate with Manager of Clinical Practice on activities related to infection prevention and control.

Perform other related duties and responsibilities as assigned or required.

Salary: \$92,840.00 – 109,220.00 per year

Other:

- In accordance with the Corporate Criminal Record Check Policy, the position requires the incumbent to undergo a Criminal Records Check, including a vulnerable sector search, and submit a Canadian Police Clearance Certificate.
- Must possess and maintain a valid driver's license.
- Must maintain ability to travel in a timely manner to other offices, work locations or sites as authorized by the Corporation for business reasons.
- Regional staff strive to enable the strategic priorities of council and the organization through the completion of their work. Staff carry out their work by demonstrating the corporate values.

To Apply:

If you are looking for an opportunity to use your leadership expertise and grow your career with a progressive organization, please view the full advertisement, requirements and apply online at www.niagararegion.ca (Job Opening #39716), before midnight on August 25, 2024.

Deadline: August 25, 2024

We thank all candidates for their interest however, only those candidates selected for an interview will be contacted.