



Winchester
District
Memorial
Hospital

Winchester District Memorial Hospital (WDMH) is a rural teaching hospital with an award-winning reputation for compassionate excellence. WDMH is innovative, both in its use of resources and through strong partnerships. We focus on primary and secondary acute care, complex continuing care, emergency medicine, obstetrics, surgery, dialysis, systemic therapy, and a broad range of outpatient services – with robust teaching and research programs. We know that exceptional care involves more than good medicine. We are one team, focused on high quality throughout the organization. Our achievements have been recognized regionally, provincially, and nationally.

Permanent, Full-time Clinical Manager – Clinical Services

WDMH is looking for a dynamic health care leader who is self-motivated and interested in community hospital management within a growing environment. The Clinical Manager will provide direction and coordination of the delivery of patient care while ensuring leadership and guidance to healthcare teams. The Clinical Manager will report to the Vice President of Clinical Services and Chief Nursing Executive and will focus on efficiency, patient experience, and employee satisfaction.

QUALIFICATIONS:

- Bachelor of Science in Nursing required (Masters preferred) as well as 3-5 years of recent related clinical experience, with current experience in nursing management
- Registered Nurse with the College of Nurses of Ontario
- Minimum of 5 years of clinical experience within the acute care hospital setting
- Current experience in nursing management or healthcare leadership
- Proven experience in working and collaborating with various members of health care teams
- Possess excellent problem-solving skills, leadership, negotiation, conflict resolution, decision-making, organizational, and change management skills.

Interested applicants should apply in writing, (by email only) indicating their qualifications in a cover letter and resume to Brenda Fancey, Corporate Manager - Recruitment, Compensation and Benefits at hresources@wdmh.on.ca

At WDMH, we want you to experience work that is positive and rewarding -- in a safe, supportive and professional environment. We are driven by Compassionate Excellence and are committed to providing an inclusive and barrier-free work environment. We invite all qualified applicants to explore careers with WDMH.

Accommodations are available on request for candidates taking part in all aspects of the selection process.

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

VACANCY POSTING

Vacancy:	Clinical Manager
Description of Position:	Permanent Full Time
Number of Vacancies:	1 Position
Areas of Responsibility:	Medical/Surgical Unit, Enhanced Care Unit, Complex Continuing Care, Discharge Planning, Rehabilitation, Clinical Nutrition, and Professional Practice
Employee Group:	Non-Union Management

Reference Number:	#21-229 FT CLINICAL MANAGER
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ROLES AND RESPONSIBILITIES

PATIENT SAFETY

It is every employee's responsibility to ensure that the hospital's goal of patient safety continues to be the centerpiece of our quality and risk management program and that every patient is treated within a safe environment.

To ensure compliance with this goal, each employee must:

- Find, report and prevent incidents/near misses or adverse effects
- Communicate/report areas of concern immediately to your Manager
- Complete a Near Miss Form or Incident Report to communicate or report incidents or near misses

SUMMARY OF POSITION

Reporting directly to the Vice President, Clinical Services and the Chief Nursing Officer, the Clinical Manager leads the effective and efficient delivery of organized clinical services to the inpatient population through the professional practice of the multidisciplinary health care team members and support staff. Accountable for human, financial and other resources needed to accomplish effective and efficient delivery of organized clinical services. Foster professional practice, development of staff, and education of students from novice to expert level under the guidance of the VP, Clinical Services. Advance delivery of evidence-based care through utilization of available research, best practices, and standards.

NATURE AND SCOPE OF WORK

LEADERSHIP

- Develop and promote a climate that fosters and supports creativity and critical thinking directed at improving care
- Plan, organize, direct, control and evaluate patient care, human resources, environmental concerns and materiel management
- Provide opportunities for professional growth and development of staff
- Ensure that the delivery of patient care meets professional practice and Hospital standards
- Act as a patient advocate and liaison between the patient and service providers within the hospital
- Establish department goals and objectives that will operationalize the Clinical Services framework
- Propose, implement and evaluate new programs/changes to improve quality and delivery of care based on research in nursing practice and participate in nursing research activities
- Promote and ensure adherence to patient and staff health and safety standards, investigating and following up on unusual incident reports and complaints
- Establish and foster an environment which encourages innovation, changes in practice and continuing education

QUALITY OF CARE DELIVERY

- Promote an environment which supports patient-centered care, clinical excellence, continuous learning, outcome evaluation and research

- Implement continuous quality improvement program ensuring indicators related to standards are maintained, and take corrective action when required
- Ensure all personnel receive the level of orientation required for the respective unit
- Evaluate current unit practice, plan and implement change based on health care trends, technology and changing patient care requirements
- Develop annual goals and objectives for area(s) of responsibility
- Foster and practice the ethic of teamwork
- Provide support to the patient care teams in the identification of quality improvement opportunities and taking corrective action as needed

RESOURCE MANAGEMENT

- Monitor, analyze and evaluate nursing workload pattern shifts and trends to ensure effective and efficient allocation of resources to meet patient care goals
- Investigate and assist with the resolution of incidents and complaints to ensure a safe environment for patients, staff and visitors
- Identify learning needs of staff, make recommendations, ensure provision of educational opportunities, training and in-services, evaluate effectiveness, promote continuous learning and flexibility among staff, participate with in-services, programs and ongoing staff education.
- Coach and mentor staff and contribute to education of students
- Promote continuous learning and flexibility among staff
- Facilitate team excellence through:
 - focus on interdisciplinary care
 - responsiveness to patient needs
- Ensure adequate staffing based on patient acuity, occupancy and standards of care
- Collaborate with Human Resources to ensure that systems are in place to effectively recruit, develop and evaluate nursing staff
- Hire, develop, evaluate, discipline and terminate staff in collaboration with Vice President, staff, and physicians where applicable
- Foster positive labour relations and ensure adherence to the collective agreements
- Provide input into collective bargaining proposals
- Propose, monitor, and interpret the department capital and operating budgets based on current and projected material and human resources requirements
- Evaluate the effectiveness of new programs, equipment and procedures and recommend strategies for implementation

COMMUNICATION

- Define and maintain clear lines of communication with staff and other departments within the hospital, community agencies and professional organizations
- Participate in intra and inter program collaboration and consultation in planning and development
- Direct complex projects in partnership with other individuals / groups within the hospital and / or community
- Monitor and inform the Vice President about clinical operations through regular statistical and narrative reports and meetings as required
- Responsible for conducting staff annual performance reviews and ongoing identification of staff needs and concerns
- Collaborate with hospital support services to develop, implement and monitor efficient/effective systems that support quality patient care

STANDARDS

- Proactive monitoring of clinical standards of care in order to ensure patient needs are met and to identify the need for change or advancement in nursing practice
- Responsible for ensuring that “best practices” are always applied by staff in providing patient care
- Keep abreast of provincial, national and international trends and issues related to management, research and education

- Prepare and maintain department manuals
- Provide clinical consultation to other departments within the hospital and community
- Ensure confidentiality of patient and employee records
- Review and monitor mechanisms that are in place to address credentialing requirements specific to nursing
- Provide input into issues related to competence of discipline matters
- Identify professional practice issues which need to be addressed during organizational change

HEALTH AND SAFETY

- Responsible to be fully knowledgeable of his/her responsibilities under the Occupational Health and Safety Act and Regulations and the hospital's related policies and procedures and to work in compliance with those provisions in order to create and maintain an environment which is conducive to health and safety
- Work in a safe manner at all times, reporting hazards or incidents as soon as possible
- Ensure that his/her employees work in compliance with established safe work practices, policies and procedures and attend hospital Health and Safety in-services when provided

FINANCIAL RESPONSIBILITIES

- Monitor and control cost and usage of labour hours and supplies
- Responsible for departmental fiscal actions and the efficient and effective use of hospital resources:
 - Preparation and monitoring of annual department budgets addressing capital equipment, personnel, supplies, and other departmental costs
 - Participation in volume and revenue when applicable in determining departmental costs

OTHER

- Act as on-call resource as scheduled outside regular business hours
- Act as Vice-President, Clinical Services designate in his/her absence
- Act as member of operations and planning committees, as required
- Any other duties, as required

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ALIGNMENT WITH WDMH COMMITMENT STATEMENT

The duties and responsibilities of this position include alignment with the Winchester District Memorial Hospital's Commitment Statement. It is the Hospital's mandate to ensure that all employees adhere to the following as a duty of their employment:

Our Commitment

We are here to care for our patients with compassion - close to home and with our partners.

We pursue excellence in all we do.

We are one team. We value respect, accountability, innovation and learning.

APPLICATION INFORMATION

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