

VICTORIA HOSPICE

Respect Compassion Integrity Commitment Collaboration Excellence

CLINICAL DIRECTOR, UNIT & PRT

Our mission is to enhance the quality of life for those facing advancing illness, death, and bereavement through skilled and compassionate care, education, research, and advocacy.

For more than 40 years, Victoria Hospice Society has been caring for the dying and supporting those who love them. Victoria Hospice staff are compassionate, caring professionals of various backgrounds.

In 2020, Victoria Hospice proudly achieved accreditation with commendation from Accreditation Canada following a thorough assessment of our services and evaluation against national standards. In 2021, we were notably one of Charity Intelligence's Top 100 charities. Our outstanding people, dedication to our clients and passion for excellence in all that we do are key to our success. (For more about Victoria Hospice, see <https://victoriahospice.org>. Our 2020/21 Annual Report can be found [here.](#))

We have a rare opportunity for a **Clinical Director, Unit & PRT (Palliative Response Team)**. If you would like to be part of a caring, supportive and highly respected team, we want to hear from you!

"When you can marry the leadership skills and the clinical background, you have an opportunity to lead in a very distinct and different way."

Maureen Bisognano, Institute for Healthcare Improvement

Why work for Victoria Hospice Society?

- We offer competitive compensation and benefit plans, and a defined benefit pension plan
- We are a close-knit, compassionate community of staff and volunteers
- We value our employees and respect the need for work/life balance
- We invest in you and your professional development
- We celebrate our clients and each other
- *And much more!*

Role and Responsibilities

Reporting to and under the direction of the Chief Operating Officer (COO), the Clinical Director, Unit (in-patient unit) & PRT (palliative response team) provides leadership to Victoria Hospice Society (VHS) patient care delivery, financial management and strategic and operational planning. The Director is accountable for the coordination of care services, provision and maintenance of human and material resources, development and implementation of departmental goals and budget, and policies and procedures to ensure alignment with the VHS's strategic direction.

Clinical Governance

- Operationalizes the strategic plan within clinical programs/related to nursing and psychosocial services;
- Demonstrates a strong commitment to palliative care and leads in providing a global perspective for the vision of palliative care for the future;
- Ensures Operational Leadership in change management and program development;
- Carries out a variety of leadership functions to promote quality patient care, including accreditation, infection control and quality improvement activities;
- Ensures interdisciplinary standards, policies and procedures are in place and contributes to broader clinical practices within the organization;
- Ensures a safe and responsive care environment for patients and families, and staff through the provision of adequate resources, monitoring and responding to incidents, complaints and risks.

Personnel Management

- Responsible for workforce planning and monitoring, including supporting a well-functioning care model;
- Personnel management, including recruitment, annual performance reviews, supporting professional development and work-life balance, leave management, succession planning, progressive discipline and dismissal;
- Ensures policies and procedures related to staff support, grievances and conflict resolution are in place and followed;
- Works to positively impact staff morale through team building and coaching, interdisciplinary and nursing decision-making, stress management and conflict resolution;
- Ensures interdisciplinary practice meets relevant guidelines and standards; and
- Works to address orientation, ongoing learning and professional development needs of staff in collaboration with those responsible for clinical oversight, education and training.

Clinical Leadership

- Oversees leaders responsible for daily operations and staff supervision. Monitors quality indicators, trends related to human resources and service utilization;
- Ensures care documentation, processes and practices are monitored and evaluated to meet best practices; and
- Collaborates with other clinical leaders at VHS to ensure interdisciplinary planning and decision-making.

Business Management

- Assists in developing the operational component for annual operating and capital budgets and conducts monthly variance analyses in partnership with the CFO;
- Monitors and reports on productivity and quality indicators monthly;
- Utilizes and evaluates related management and clinical information systems;
- Ensures that systems are in place to collect and analyze service delivery and provides input into enhancements, including but not limited to data on nursing and program services, acuity and workload systems;
- Oversees materials management such as purchasing, inventory control and utilization of patient care supplies and equipment; and
- Collaborates with others in the maintenance of the facility.

Education and Research

- Along with operational leadership, supports education and research initiatives related to care practice;
- Ensures own professional development.

Organizational Liaison

- Functions as an internal operational leader between VHS and other organizations, particularly the Vancouver Island Health Authority. Ensures the interdisciplinary department representation on interagency committees such as practice and quality councils and palliative care planning and working groups;
- Represents VHS nursing and psychosocial services regionally, provincially and nationally.

Our ideal candidate

- Promotes excellence and evidence-based practice
- Effectively builds and supports a culture of shared leadership
- Is a critical listener who develops trust and promotes an honest, safe work environment
- Is accountable to and for members of the team

Qualifications

- Degree in Nursing plus a minimum of five years of experience in leadership, operations and management of staff
- A Masters degree along with hospice palliative care experience and a CNA certification in Palliative Care is preferred
- A combination of educational, managerial and clinical experience acceptable to Victoria Hospice will be considered

Core Competencies

- Highly developed and effective management and supervisory skills
- Demonstrated experience in strategic planning, program operationalization and managing a budget
- Ability to establish and maintain cooperative working relationships both within the Department and across all sectors of VHS and with external organizations
- Demonstrated knowledge of hospice palliative care, including psychosocial practice
- Highly developed interpersonal, verbal and written communication skills
- Demonstrated knowledge of contemporary nursing practice and theory
- Sound knowledge of contractual agreements and relevant legislation, standards and policies.
- Physical ability to carry out the duties of the position

VICTORIA HOSPICE

For more than 40 years, Victoria Hospice has been caring for the dying and supporting those who love them through programs including:

- Palliative and respite care at Victoria Hospice's 18-bed in-patient unit in the Richmond Pavilion of Victoria's Royal Jubilee Hospital. Victoria Hospice provides palliative end-of-life care. Our interdisciplinary team provides comfort for patients and support for their families.
- 24-hour crisis intervention by the Palliative Response Team for approximately 400 end-of-life patients annually who are dying at home, and their families

- Counselling and spiritual care for patients and families before death occurs
- Grief and bereavement counselling and support groups after death occurs. Our bereavement team also offers counselling to anyone in the community who is suffering loss, regardless of whether their loss is connected to care provided at Victoria Hospice
- Internationally renowned education and research programs to advance the field of palliative care. For health care professionals, we provide publications, courses, and clinical tools to assist in providing expert palliative care. We also provide public education workshops and resources, and training to hundreds of volunteers, both clinical and non-clinical, who give their time at Victoria Hospice

Dedicated Hospice nurses, doctors, counsellors, and others—helped by more than 300 volunteers—provide care to nearly 1,000 end-of-life patients (and their loved ones) each year. The Society employs the equivalent of 63 full-time professional staff working in direct patient/family care, education and research, volunteer management, fundraising, finance, and administration.



Our Main Areas of Care

- **Patients and Families:** For everyone facing the end of life, we are here to enhance the quality of life by providing care, compassion, and comfort.
- **Bereavement Services:** Our professional counsellors and highly trained volunteers are here to help individuals and families navigate their grief journeys.
- **Professional and Community Education:** We help health care professionals advance their knowledge and skills in hospice and palliative care. We also offer programs for the public on topics such as grief and death literacy and advanced care planning.

What Guides Us

- **Our Vision:** Quality palliative and end-of-life care for all.
- **Our Mission:** To enhance the quality of life for those facing life-limiting illness, death, and bereavement through patient and family-centred care, education, research, and advocacy.

- Our Values: Respect, Compassion, Integrity, Commitment, Collaboration, Excellence. Our values are the foundation of our culture and our working environment. Through them, we remain focused on maintaining a patient and family-centred caring work environment.

Strategic Framework 2019-2024: Growing our Circle of Care.

We face a significant increase in demand for our specialized palliative and end-of-life care services in the coming years. Now more than ever, Victoria Hospice must leverage our expertise, harness our resources, and expand our capacity to meet the growing needs of our community.

This framework inspires and guides our work in service to our patients, their families, our partners, and our communities.

For fundraising purposes, its objectives include “Diversify funding from government and private sources” and “Foster a culture of philanthropy in all aspects of Victoria Hospice.”

To see the complete strategic Framework, click [here](#).

Looking ahead

We are currently in the early planning stages for a capital fundraising campaign to support a new dedicated location. Victoria Hospice currently operates from the Richmond Pavilion of the Royal Jubilee Hospital. The building is more than 70 years old and (without significant renovations) is no longer ideal for clinical care.

We will pursue a new welcoming and peaceful location for our patients and their families while offering a clinical environment that meets modern health care and safety standards.

The new location will likely house Victoria Hospice’s in-patient beds and associated program areas and provide a hub for our expanded community programs and services.



APPLICATION AND SELECTION PROCESS

Enquiries, expressions of interest, and confidential nominations are welcome.

To learn more or to apply, please contact Teri Henderson, COO, 250-812-1095 or teri.henderson@victoriahospice.org.

All submissions should be received by June 2, 2023.

Victoria Hospice offers a substantial and comprehensive compensation package, including generous holidays, extended medical and dental coverage, membership in the Municipal Pension Plan, and professional development support.

Applications are invited from all qualified individuals inclusive of disability, culture, ethnicity, race, gender identity and expression, nation of origin, age, or religion.

This position is covered by the Provincial Health Officer's mandatory COVID-19 vaccination order. Hence, as part of our commitment to the health and safety of our community, we require all employees to be fully vaccinated against COVID-19.