

Manager, Community Programs and Intake

Victoria Hospice Society

At Victoria Hospice, our mission is to enhance the quality of life for those facing life-limiting illness, death and bereavement through patient and family centered care, education, research and advocacy.

Description:

Reporting to and under the direction of the Clinical Director of the In-Patient Unit and Palliative Response Team, the Manager of Community Programs provides leadership and management of Community-based programs for the Victoria Hospice Society (VHS).

The Manager leads the Psychosocial team, community staff and volunteers, and intake services. The Manager works with the Clinical Director, IPU/PRT, Clinical Practice Educator and Psychosocial Lead to ensure quality of clinical practice and competency of clinical and volunteer team.

Leadership responsibilities in this role include the planning, development and implementation of services to meet the needs of clients in community including caregivers supports, care management of those dying at home, as well as services to facilitate access to VHS programs.

As community programs evolve, this role's leadership responsibilities may support emerging roles and services.

What you'll do:

Management

- In conjunction with the Clinical Director, identify annual program goals and objectives and develop program plans and budget
- Manage human, financial and material resources to approved budgets and provides regular reports and information as required
- Ensure clinical supervision in conjunction with Practice Leads/Educators
- Personnel management including responsibility for recruitment, selection, orientation, training, performance reviews and disciplinary processes aligned to community staff and volunteers
- Ensure compliance with employment standards, collective agreements and applicable employment legislation including human rights, workplace safety and health
- Provide leadership and participate with staff in resolving issues within the organization

Community Programs

- Develop and maintain relationships with local organizations providing service to palliative clients and families at home
 - Ongoing needs assessment
 - Developing seamless service delivery and continuity of service: referral and feedback mechanisms
- In collaboration with Clinical Director and Psychosocial lead, develop services to meet needs of clients in community (caregiver supports and education, home hospice services)
 - Define service models
 - Identify appropriate service providers, competencies and training
 - Establish processes for operationalization of service
 - Identify technology requirements of service including charting and documentation
 - Identify service performance metrics
- Implement and oversee community service delivery
 - Develops service promotional materials and implements communication strategy
 - Recruitment, training, scheduling and supervision of volunteers/staff
 - Provides oversight of care delivery including client/staff assignments and service provision
 - Reviews service feedback and service performance indicators to identify improvement opportunities
- Stay current with new developments and best practices in community hospice palliative care

Intake Services

- Develop knowledge on IH processes as it relates to community clients, and identifies workflows and processes required in service delivery
- In collaboration with Clinical Directors, develop intake services to meet the needs of clients and families
 - Define service model
 - Identify roles, competencies and training required for intake role
 - Identify impact and changes needed in other roles to align to new service model
 - Establish process for operationalization of service
 - Identify technology requirements of service including charting and documentation
 - Identify service performance metrics
- Implement and oversee Intake Service
 - Develop service promotional materials and implements communication and change management strategies
 - Recruitment, training, scheduling and supervision of staff
 - Provide oversight of intake service delivery
- Review service feedback and service performance indicators to identify improvement opportunities

What you'll bring:

- Master's degree in social work, counselling psychology or other related discipline.
- Seven years recent related experience in hospice/palliative care including at least three to five years in a leadership role or a relevant combination of experience and education
- Experience developing, implementing and/or overseeing community-based programs
- Valid Driver's license, insurance and use of a vehicle required

What we're looking for:

- Demonstrated knowledge in program development and delivery
- Demonstrated ability to build strong, positive relationships and effectively work with various interest holders in a consultative and collaborative manner
- Ability to perform effectively in a complex, changing environment and lead and support change
- Strong leadership skills including the ability to develop individuals and teams
- Ability to orient self strategically to the future by continually scanning the environment for ideas, leading practices, and emerging trends that will shape the program
- Demonstrated ability to communicate effectively both verbally and in writing
- Demonstrated analytical, systems and critical thinking and problem-solving skills
- Demonstrated ability to plan, organize and prioritize work
- Conflict resolution and negotiation skills
- A commitment to enhancing one's own awareness, knowledge, and skills related to equity, diversity, and inclusion
- Respect for diverse perspectives, including perspectives that differ from one's own

Additional Details:

This is an excluded, permanent, full-time position of 37.5 hours per week (1.0 FTE) Monday to Friday.

Some evening or weekend hours may be required. This position is part of the organization's on-call rotation.

The salary range is \$84,279 – \$115,884 with 4 weeks annual vacation, as well as a defined benefit pension plan.

This is an on-site position and may require travel within the community.

Application process: Please submit a cover letter with your resume to careers@victoriahospice.org by Monday March 30th at 9 am Pacific Time.