

#ESC-022/24

PATIENT SERVICES MANAGER
Full-Time Management (Non Union)
Sarnia site

Are you passionate about exceptional health care and driven by a desire to help others? Interested in a rewarding career working alongside a supportive and collaborative team of over 8,000 regulated health care and other professionals?

Home and Community Care Support Services has a need for a **Patient Services Manager** as described below. Home and Community Care Support Services is committed to supporting healthcare in a manner that is consistent with patient and family centred care. Applicants are required to have a demonstrated understanding and commitment to this care philosophy. This position understands expectations around the quality and safety frameworks and participates in quality initiatives, gathering and analyzing information as required with a focus on the Health Quality Ontario's 6 quality dimensions. This position also requires a high degree of attention to detail and excellent time management skills. Preference will be given to candidates who are proficient in both official languages. The position may be located at any of our sites within Home and Community Care Support Services Erie St. Clair (ESC) and will be supporting home and community care deliverables in collaboration with our hospital partners. The Patient Services Manager may be required to work virtually and in office based on the needs of the organization. Travel is required periodically between the sites of Home and Community Care Support Services Erie St. Clair.

What will you do?

- Select, orient, educate, and provide overall supervision and mentorship of assigned Home and Community Care employees including patient service assistants and care coordinators utilizing performance management, coaching, and exercising progressive disciplinary measures when necessary.
- Ensure staff access and utilization of all available resources to maximize efficiency in the provision of service to patients including information and referral, assessment and linkage/access to community services and residential options
- Act as a resource to staff and assist care coordinators in problem solving, ethical dilemmas and dealing with complaints/concerns to facilitate the best possible resolution
- Assist staff in change initiatives such as automation, reform measure implementations, and service provider transitions, etc.
- Work with colleagues to review and assign appropriate workload and adjust staffing to ensure efficient Home and Community Care operations

- Identify key elements for the success of the care coordinators in their job responsibilities and provide education and support in the development of identified core competencies
- Promote care coordinator effectiveness by participating in care conferences and other patient focused supports (e.g. LTCH processes, hospital complex discharge rounds, ALC rounds, etc.) supporting all activities related to patient access and flow in collaboration with hospital and community partners.
- Foster ongoing development and education of staff, including identifying individual staff learning needs and recommending educational learning paths
- Take a proactive approach to promoting positive morale
- Utilize conflict resolution techniques when required including crucial conversations.
- Escalate appropriate organization or individual issues when required
- Implement reform initiatives and support staff while endorsing a flexible approach within the fast paced work environment
- Be an effective and active participant in business process analysis and change management initiatives
- Promote constructive and collaborative working relationships through professionalism and positive promotion of Home and Community Care Support Services Erie St. Clair
- Maintain current knowledge of all relevant legislation
- Regularly review management reports for a variety of purposes including assisting in data integrity adherence, resource allocation strategies, case costing analysis, supply and equipment usage, service utilization trending and analysis, and market allocation compliance
- Interpret and explain Home and Community Care Support Services Erie St. Clair and community supports to patients, family members, physicians, and the general public
- Contribute to the development and utilization of performance measurement and monitoring systems for areas of responsibility and for the organization
- Carry out work in a spirit of collaboration and harmony with all staff and management group, respecting the unique role of each position and creating opportunities for effective interface between functional entities
- Interpretation and application of the ONA and CUPE collective agreement
- Health and Safety responsibilities as set out in Occupational Health and Safety Framework Policy
- On-call duties related to area of responsibility
- Travel may be required between the sites of Home and Community Care Support Services Erie St. Clair
- Other duties as assigned

What You Must Have?

- Graduate of an accredited university with a degree in nursing, health care, business, or other related field
- Master's Degree an asset
- A minimum of 2 years' managerial experience with demonstrated ability in effective leadership and use of interpersonal skills
- Possess strong critical thinking skills with a positive solution focus
- Experience in a unionized healthcare and community care environment is an asset
- Current certification as a regulated health professional in Ontario is an asset
- Training and/or certification in Lean Six Sigma and project management would be considered beneficial
- Excellent listening skills and an adaptive style of managing
- Excellent written and oral communication skills. Proficiency in French language is an asset
- Must be able to manage virtual teams
- Must have demonstrated competency in the use of computer software systems particularly the use of Microsoft Office suite and digital health care systems
- We have a mandatory COVID-19 vaccination policy.
- As a condition of employment, all employees are required to submit proof of COVID-19 vaccination status prior to start date.

Who we are:

We are Home and Community Care Support Services, ready to serve every person in Ontario. We partner with patients and caregivers, primary care providers, hospitals, long-term care and retirement homes, service providers and Ontario Health Teams, to deliver responsive, accessible, integrated, patient-centred care.

If you're interested in driving excellence in care and service delivery, and seeking an unparalleled opportunity to lead and learn, partner and connect, care and be cared for, this is your home.

What do I need to know?

STARTING DATE: As soon as possible

POSITION STATUS: Full-Time

HOURS OF WORK: 37.5 hours per week (Flexible hours)

SALARY RANGE: Commensurate with qualifications and experience

SITE: Sarnia

This position will be expected to be onsite at the office location on a regular basis and/or as determined by the Employer. The successful applicant must be willing and able to attend onsite as required.

By submitting an application, applicants are consenting to the sharing of their personal information with individuals from Home and Community Care Support Services Erie St. Clair who are participating in the selection process.

How do I apply?

Please submit your cover letter and updated resume to ESC.Resume@hccontario.ca
Please have your documentation submitted by **4:30pm, June 5, 2024.**

By submitting an application, applicants are consenting to the sharing of their personal information with individuals from Home and Community Care Support Services Erie St. Clair who are participating in the selection process.

*Please include the reference “**ESC-022/24 Full-Time Patient Services Manager**” in your e-mail subject line.*

Equity, Inclusion, Diversity and Anti-Racism

Home and Community Care Support Services is committed to a culture of equity, inclusion, diversity and anti-racism. We are committed to attracting, engaging and developing a workforce that reflects the diverse communities we serve. We welcome and encourage applications from all qualified applicants. Accommodations for persons with disabilities required during the recruitment process are available upon request.