**Job Description: Care Manager**

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1. **PURPOSE/OBJECTIVE**

To provide standardized role descriptions of responsibilities. This position is to work within an interdisciplinary health care and management team to oversee the delivery of care and to provide person centered care utilizing nursing practises in all care stages supporting activities of daily living.

**2.0 JOB SUMMARY:**

The **Care Manager** is responsible for the day to day management of [patient/client/resident] care in accordance with established standards. The manager is responsible for high client satisfaction within a safe quality focused environment. The Manager will work closely with the senior manager, [patients/clients/residents], their families, caregivers, and the healthcare team members spanning the continuum of care in [home, community or health care facilities].

**3.0 FUNCTION:**

As a Care Manager, you will play a key role in providing safe, quality [patient/client/resident] person- centered care while reflecting the shared vision and values of [Organization’s Name] in accordance with [list all applicable legislation/regulations/standards/licensing body] polices and procedures.

**4.0.EDUCATION/MINIMUM REQUIRMENTS:**

**List the qualifications or minimum requirement as required for you organization:**

* Baccalaureate Degree in applicable or related field or
* Completion of accredited nursing education program
* Current or eligible for registration with the College and Association of Registered Nurses of Alberta (CARNA)

**5.0. SKILLS/KNOWLEDGE**

**List the skills and knowledge as required for your organization such as:**

* Current Basic Cardiac Life Support.
* First Aid Certification.
* Experience working with seniors in the community health services setting.
* Knowledge and commitment to person-centered care.
* Strong communication, teamwork and concern resolution skill
* Effective organizational, critical thinking, problem-solving and decision-making skills.
* Organizational and time management skills
* Experience in supervising, coaching and mentoring of staff.
* Ability to effectively work independently and within a team
* Knowledge of acts of legislation that govern practice
  + Personal Health Information Protection Act
  + Protection for Persons in Care Act
  + Mental Health Act
  + Workplace Hazardous Material Information System (WHMIS)
  + Principles of routine practices (Universal Precautions)

**6.0 PHYSICAL REQUIREMENTS**

* Ability to meet the physical requirements including:
  + Lifting up to maximum 25 lbs
  + Carrying/transporting objects up to maximum 25 lbs
  + Bending, crouching, kneeling, reaching, stretching
  + Pushing and pulling up to maximum 50 lbs
  + Standing and sitting for prolonged period of time
  + Frequent walking covering long distances

**7.0. DUTIES AND RESPONSIBILITIES:**

**List the duties and responsibilities required for your organization in this role such as:**

* Plan, direct, monitor, and oversee the [patient/resident/client] program.
* Coordinates all [patient/resident/client] admissions and discharges.
* Meet with patients/clients/residents, their families, and caregivers to resolve problems/concerns/complaints and review suggestions and communicate on a regular basis with patients/clients/residents, their families, and caregivers.
* Maintain contact with patients/clients/residents, their families, and caregivers and support relationships with employees, patient/client/resident, their families, caregivers, and all other healthcare providers and professionals.
* Review and manage patient/client/resident care plan to meet each individual’s needs.
* Attend patient/client/resident meetings, as requested, in order to discuss concerns/complaints and suggestions.
* Provide information, advice and support to patients/residents/clients, their families and caregivers
* Oversee that patient/client/resident nutritional and hydration needs are delivered and met.
* Promote and coordinate rehabilitative and restorative measures within the organization.
* Respect and promote [patient/client/resident] rights and responsibilities.
* Control and safekeeping of drugs and narcotics.
* Supervise drug administration program.
* Maintain all records within appropriate standards.
* Collaborate with [Senior Manager/Executive Director] to interview, hire, orient, direct, evaluate and manage the performance of employees.
* Evaluate staff requirements; manage and control staffing levels.
* Evaluate employee performance annually or complete performance appraisals when required.
* Implement orientation program, in-service, and continuing education as determined by team members learning needs and goals.
* Maintain department supplies, equipment within budget requirements.
* Ensure compliance with all relative legislation including but not limited to regulations, policies, and procedures, directives, and agreements.
* Work in compliance with all health and safety policies and procedures in compliance with the Occupational Health and Safety Act.
* Plan, implement, and monitor Infection Control Program.
* Provide and monitor all policies and procedures are available for employees to reference.
* Assist all employees to foster positive customer service with [patients/clients/residents] and families in their day to day work.
* Assist [Senior Manager/Executive Director]to implement and carry out scheduled Quality Insurance Program.
* Assist [Senior Manager/Executive Director] in administrative duties.
* Prepare and submit monthly reports to [Senior Manager/Executive Director].
* Engage with other agencies involved in [patient/resident/client] care, as directed.
* Uphold an comply with all continuing care health services standards, organizational policies and procedures, accommodation standards, and relevant legislation and regulations.
* Attend staff meetings as required and attend in-services and other programs to develop knowledge and skills.
* Complete other duties as assigned.

**8.0. SAFETY RESPONSIBILITES**:

**List the safety responsibilities required for your organization in this role such as:**

* Comply with [Organization’s Name] Health and Safety policies and procedures, safe work practices as well as requirements under the Alberta Occupational Health and Safety Legislation.
* Mentor team members and employees to fulfill Occupational Health and Safety standard and values.
* Communicate all health and safety information including but not limited to policies, procedures, standards, hazard control and safe work practices.
* Provide adequate training and competent supervision so that all team members can work safely.
* Consult with all employees including [Health and Safety Committee members and Health and Safety Representatives][Choose what is applicable in your organization] on suggested implementations and proposed changes.
* Ensure that health and safety concerns are addressed in a timely manner.
* Identify, assess and control hazards.
* Immediately report all injuries, near misses or potential hazards to direct supervisor or alternate as appropriate.
* Treat reported injuries or illness promptly and document incidences as outlined in policy.
* Maintain and promote a safe working environment at all times.
* Monitor compliance with health and safety policies, procedures, and standards.
* Take reasonable care to work safely and carry out duties as to not cause accidental injury to themselves, fellow employees or the general public.
* Awareness of role and participating in any emergency response and/or drills. Know and understand organizational response plan, assisting in all safety demonstrations and fire drills.
* Ensure to use all personal safety equipment (PPE) as appropriate and is being used properly.
* Meets infection prevention and control requirements by developing and adhering to infection control guidelines and practices and procedures and additional precautions when required.
* Handle and dispose of hazardous materials according to WHMIS and organizational policies and guidelines.
* Seek, offer and accept assistance when required.
* Use equipment and supplies according to established standards and procedures

**9.0** **OCCPATIONAL JOB HAZARDS**

**List the occupational job hazards (ensure that high hazards are included) for this role, such as:**

* The frequent transporting [patient/client/resident] of requires lifting, pushing, pulling, bending or stretching which can result in the use of awkward postures; acute or chronic exposure may result in sprains or strains.
* Physical exertion such as manual work, standing for long periods and equipment operation may result in repetitive, static, or awkward postures that increases exposure to strains and sprains.
* Working with [patients/residents/clients], requires close and frequent contact which may result in exposure to bacteria, fungi, viruses, bodily fluid and/or noxious agents increasing risk of acquiring illness and/or infection.
* Exposure to chemicals and airborne particles, which could result in skin reactions or respiratory illness.
* Exposure to electrical equipment, cords and outlets increase risk of exposure to burns and electrical shock.
* Handling of oxygen tanks may result in exposure to explosive agents.
* Floor contamination such as spillages of water and/or chemicals can result in slips.
* Obstructions in the walkways including debris, cords, and bins can result in trips.
* Working in the community with [patients/residents/clients] may result in exposure to workplace violence.

**10.0. INTERNAL TRAINING REQUIRED:**

**The following training will be required and provided to any potential employee as part of orientation and on-going training.**

[List any additional training that your organization would be providing as a requirement for the position] Examples could include the following:

* General Orientation
* WHIMIS
* [Organization’s Name] Management orientation program; including # of supervised shifts
* Site Specific training
* Organizational Leadership program