

Making Moments Matter

Carpenter Hospice is a home in the heart of Burlington that offers both residential-based care and community-based programs to people living with a life limiting illness. It lets residents spend their final days together with loved ones in an environment that is peaceful, comfortable and meaningful. It provides support to program participants with psychosocial, mental-emotional, and practical support, and those who care for them, in a friendly and caring setting. It is staffed by a dedicated team of professionals and volunteers who provide compassionate, palliative care to meet needs and ensure that each moment counts.

Resident Care Coordinator (Temporary Full Time for 12 months-mat leave coverage)

Summary

Reporting directly to the Client and Program Manager, the Resident Care Coordinator (RCC) coordinates the residential clinical care and is responsible for directing, organizing and supervising the work of the hospice clinical staff, which typically includes registered nurses (RNs), registered practical nurses (RPNs), and personal support workers (PSWs). The RCC coordinates nursing efforts and collaborates with physicians and multidisciplinary professional staff to ensure high quality palliative patient care is being provided and that quality standards are met. Additionally, the RCC will serve as a Clinical Nurse Educator providing staff development opportunities and mentoring. The RCC oversees medical and administrative equipment by ensuring availability; completing preventive maintenance requirements and following manufacturer's instructions and calling for repairs. The RCC maintains the clinical supplies inventory. The Resident Care Coordinator maintains a cooperative relationship among health care and hospice teams by communicating information; responding to requests; building rapport; participating in team problem-solving methods.

Professionalism

In the role of Resident Care Coordinator, you are expected to demonstrate professionalism through excellence in knowledge, judgement and behaviour. In the course of your duties, you will consistently demonstrate our core values of respect, honesty and equity. You will honour confidentiality and the autonomy of the residents and staff. You will demonstrate appropriate conflict resolution strategies and participate in reflective practice to identify challenges and contribute to solutions.

Duties

Duties include but not limited to...

- Coordinate the clinical care team to ensure the delivery of quality palliative patient care and services
- Coordinate best practices and legislative requirements for a healthy work environment (i.e. Infection Control procedures, WSIB, OH&S, Fire Safety etc.)
- Assures quality of care by developing and applying best practices and standards of care
- Assist in the establishment/implementation of goals, objectives, policies, procedures and systems for all operational areas of resident care
- Works with the Client and Program Manager in developing, implementing, reviewing, evaluating, and updating clinical processes, procedures and supporting documents
- Coordinates resident's health and wellness needs and assessments; assists in all aspects of care delivery as needed
- Identifies opportunities for staff debriefing related to resident or provider loss
- Acts as a back up to the Intake Coordinator and assists in all aspects of care delivery as needed

- Coordinates and facilitates the research, planning, implementation and evaluation of best practices
- Coordinates family meetings as needed
- Collaborates with home and community care and other members of the inter-disciplinary team to coordinate referral and supplies as needed
- Resolves resident and family complaints and escalates to the Client and Program Manager when appropriate. Ensuring all documentation is completed
- Assist with resident admission and discharge processes as necessary
- Coordinate medication management including staff orientation to medication management and the ongoing monitoring of the staff's competency
- Maintain positive communication with the families and/or responsible parties of residents on a regular basis to keep them aware and informed of the status of their family member
- Develops/coordinates education plans related to initial and ongoing competency validation
- Develops/coordinates core education to address patient population specific nursing care
- Develops/coordinates core education for the development of beside leaders
- Other duties as assigned

Position Requirements

- RN registration from the College of Nurses of Ontario (CNO). Must be in good standing with the College
- Bachelors of Science in Nursing (BScN) preferred
- Palliative care certification or equivalent preferred
- Minimum 3 years in palliative care
- Clinical Nurse Management experience preferred
- Nurse Educator experience preferred
- Knowledgeable regarding the nursing process and its application, including the assessment, planning, implementation, and evaluation of nursing care as it relates to hospice palliative care
- Excellent knowledge of palliative care symptom management
- Ability to function in a highly charged emotional environment as it pertains to death and dying
- Demonstrated ability to assist patients, family members or other clients with concern and empathy; respecting their confidentiality and privacy and communicating in a courteous and respectful manner

Schedule of Hours

Monday to Friday, thirty seven and a half (37.5) hours per week (may need to work occasional evenings/weekends to meet program/event needs)

Working Conditions

- Interacts with residents, family members, staff, visitors and other agencies
- Intermittent physical activity including walking, standing, sitting, lifting and supporting patients
- Ability to move/lift 20lbs repeatedly and without restrictions
- This job may require sitting or standing for long periods of time
- You may be required to walk, reach with hands and arms, twist, stoop, kneel or crouch.
- Exposure to bodily fluids
- Exposure to hazardous materials such as cleansers, medications etc.
- Exposure to infectious diseases
- Some travel required



The successful candidate will be made an offer of employment on condition of Carpenter Hospice receiving a current (obtained in the last 6 months) original and acceptable Criminal Record Check, including a Vulnerable Sector Screen by the first day of employment.

How to Apply

We encourage all candidates with the right skill mix and abilities to please send résumés and cover letters by email before the closing date of December 1 to: admin@thecarpenterhospice.com

Carpenter Hospice is an equal opportunity employer.