

Recruiting Leaders

POSITION PROFILE
Director, Health Services



Canterbury
FOUNDATION

The Promise of Home

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Director, Health Services Canterbury Foundation

▼ COMPANY OVERVIEW

The Canterbury Foundation, based in Edmonton and founded over forty years ago, is a non-profit, high-quality provider of supportive housing for the elderly. Three separate residences - Canterbury Manor, Canterbury Court and Canterbury Lane - offer a variety of healthcare services, recreational programs and a wide range of amenities to allow a seamless continuum of care, so residents can stay in a familiar environment and age-in-place as their needs for support and assistance change.

Currently Canterbury Foundation is embarking on an exciting new chapter, adding additional suites for residents requiring specialized dementia care, an end-of-life complex, affordable housing to accommodate seniors with lower incomes, a redeveloped common area to allow seniors outside Canterbury to easily partake in programming, and a five-story building that will increase capacity by 16%.

For more information on the Canterbury Foundation, please visit <http://canterburyfoundation.com>.

▼ THE ROLE

Reporting to the Executive Director, the Director, Health Services (the Director) will provide overall leadership to a team of nursing professionals (RNs, LPNs and HCAs), social workers and Activities Coordinators to provide optimal health and family-centred care. The Director oversees responsive and efficient personal/home care services that lead to the achievement and maintenance of accreditation status. The Director also ensures continuous quality improvement, contributing the the organization's future vision and strategic direction, and will play an integral role in the development and optimization of the new and renovated facilities.

Key responsibilities

- Lead the development, communication and implementation of resident health and wellness initiatives, including both publicly funded and private personal care and related services, such as palliative care, community outreach and dementia program.
- Anticipate and remain abreast of new concepts, practices, trends and issues in senior's health and wellness and ensure the organization recognizes areas in need of change, new opportunities for growth and opportunities for revenue generation.
- Assess performance and anecdotal data, monitor trends regarding quality of services and respond to findings with recommendations for service improvements and continuous quality improvement strategies.

- Investigate and review critical incidents utilizing a root cause analysis process to ensure corrective action is implemented, information is used to inform processes, necessary changes are effected and change outcomes are measured.
- Ensure resident care services comply with continuing care health service standards, accommodation standards, relevant legislation and regulations, privacy regulations, accreditation standards and health and housing authority requirements.
- Promote the concern resolution process and ensure Canterbury Foundation values are operationalized in employee behaviour standards. Respond to, investigate and review concerns and complaints from residents, families and staff in accordance with Canterbury Foundation's concern resolution process.
- Represent and participate in corporate, site and external committees and other professional associations as appropriate. Develop and maintain contacts in healthcare and relevant industry partners, with the Board, stakeholders, government and other communities of practice.
- Using a resident-centred care philosophy, provide consistent resident care service delivery in a consultative, solutions-based and best practice approach.
- Create and maintain relationships with industry partners to provide regular and emergency medical services including, but not limited to, dental, foot care, eye examinations and auditory testing. Serve as liaison between residents and physicians, home health care, pharmacies and ancillary services.
- Participate in internal and external committees which will provide the opportunity to network and contribute to change in government policy and programs which, currently or in the future, will affect Canterbury Foundations programs and services from the clinical and/or resident wellness perspective.
- Develop team goals that are fully aligned with the Foundation's strategic plan and mission, vision and values and ensure the team delivers the highest standard of departmental, cross departmental and cross Foundation teamwork and customer service.
- Champion change and effectively manage the implementation and sustainability of new initiatives.
- Provide direction and leadership to staff and act as a mentor and coach.
- Set professional development plans to assist employees to reach their full potential through the performance management process and to develop and maintain a knowledgeable, skilled, professional and engaged workforce.

▼ THE CANDIDATE

Core competencies

- Registered Nurse, BN. Master's Degree preferred. Gerontology Certificate an asset;
- Current membership in good standing with CARNA or similar, provincial regulatory nursing association;
- Significant management experience in progressively senior positions in Health Services administration, specifically in seniors care in the continuing care sector (related experience in sectors such as home care will also be considered);
- Demonstrated skills in leadership, performance management, resource management, project planning, concern resolution processes and customer service;
- Significant industry knowledge and a network of industry contacts;
- Competency with outcome measures appropriate in a home care environment;
- Sound knowledge of legislative and regulatory governance in relation to geriatrics, seniors health, continuing care and employee/labor relations.

Personal Characteristics

Honourable and Ethical: As a person of high character, you are consistent and act in line with clear values and a steadfast moral compass to ensure that the right decisions in the care of the resident will be made. You are fair, equitable and impartial in resolving conflicts.

Strong, Effective Leader: You are a self-confident leader, able to motivate, inspire and when necessary, hold your colleagues accountable in order to deliver the best care possible. You build and foster successful relationships and you enjoy managing differing perspectives and opinions. You support staff and foster a healthy work environment.

Communicative: You enjoy leading robust, critical but respectful discussions and know how to adjust your message to suit the audience at hand. You write clearly and persuasively and can inspire people with your vision. You listen carefully to discover underlying messages. You are direct, diplomatic and truthful.

Courageous: You fearlessly address all issues and challenges. You are comfortable confronting issues with people and working through conflicts. You feel energized by tough challenges and you aren't afraid to challenge the status quo.

Decisive, pragmatic and solutions-oriented: You are grounded, have common sense and are a practical decision-maker. You glean meaning from whatever information is available, adding personal wisdom and experience to come to the best conclusions and solutions. You have multiple problem-solving techniques in your toolkit and can make informed decisions quickly, without hesitation. You

are comfortable making decisions on the fly and willing to take responsibility for the success and failure of these decisions.

Efficient and Effective: You have strong time management skills and are able to delegate to staff, recognizing the potential of delegation in empowering and growing their abilities in the process.

Resilient: You understand that change can sometimes be slow and not always linear. You are respectful of “the way it’s been” in an organization with more than 40 years history, but are willing to patiently usher in appropriate changes. You are willing to push through setbacks, show an uncanny ability to improvise and think creatively and are committed to soldiering on in the face of adversity.

Innovative, Change Oriented: You see yourself as a positive change agent and encourage others to see the benefits of change. Data guides your decisions and you thrive on the challenge of always improving processes and procedures.

The Canterbury Foundation values the principles of inclusion and diversity. We therefore extend equal employment opportunity to all applicants.

▼ **For more information or to apply, please contact:**

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