

## JOB POSTING # NU 41.20

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**Position:** Program Manager, Professional Practice and Quality Assurance

**Status:** Permanent Full Time

**Employee Group:** Non-Union

**Salary:** \$86,489 - \$108,112 per annum (under review)

**Division:** Health and Social Services

**Department:** Public Health

**Reports To:** Director, Quality, Planning, Accountability and Performance

**Location:** Simcoe

**Posting Period:** October 27, 2020 – November 10, 2020

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### **How to Apply:**

Follow the link below for the application process:

<https://apply.workable.com/j/F687404B7A>

### **Scope of Position:**

The Program Manager, Professional Practice and Quality Assurance is responsible for managing effectively and efficiently all aspects of the nursing practice and other allied programs. The Program Manager ensures that the standards and requirements of all applicable legislation and professional associations, funding and accountability agreements, protocols, and any other guidelines are met by working with others to provide quality programs and services in the areas of nursing practice and quality assurance for the Health and Social Services Division.

The incumbent will, in addition to managing the Reception staff, the SDOH nurses, and the casual public health nurses, be a collaborator in helping build capacity for effective evidence-informed programming across the Division.

### **Position Description:**

- Provide leadership in ensuring that evidence-informed practice, programs and services are in place to meet the requirements identified in applicable legislation and professional associations, funding and accountability agreements, program guidelines and local policy.
  - Support the Chief Nursing Officer (CNO) initiatives according to the Ontario Public Health Standards (OPHS) to enhance nursing and professional practice through development of quality assurance (QA) and continuous quality improvement (CQI) initiatives related to public health programs and services.
  - Support the program planning process to ensure that programs and services meet the needs of the residents of Haldimand and Norfolk.
  - Monitor and analyse local health, social, community, and environmental trends that may impact the delivery of programs and services and make recommendations for changes in programming or service delivery as necessary.
  - Facilitate practice development activities that support and strengthen research, education, and leadership development in the public health nursing workforce.
  - Apply ethical standards and principles.
  - Consult as needed to determine the best course of action in response to ethical dilemmas.
  - Use reflective practice to continually assess and improve professional practice.
  - Monitor the implementation of the team's programs and services as set out in the Operational Plans (Op Plan) and Annual Service Plans (ASP).
  - Demonstrate the ability to implement effective practice guidelines.
  - Maintain excellent and up to date knowledge of the legislation and guidelines and communicate changes and updates to staff.
  - Stays abreast of current technical information and emerging issues in the evolving field of professional nursing practice.
- Effectively and efficiently manage human resources within the assigned team of the Department.

- Ensure that highly qualified, professional personnel are in place to implement programs.
- Participate in recruitment, hiring, supervising, training, mentoring, supporting, coaching, and evaluating performance of direct reports. Plan and organize work assignments for staff.
- Coordinate the development and implementation of new staff orientation programs and trainings.
- Lead the planning and implementation student preceptor initiatives.
- Identify needs for outside services, review and evaluate submissions and award contract(s) in accordance with corporate policies.
- Effectively manage the financial resources of the assigned team.
  - Participate in the planning, monitoring and tracking of financial budgets allocated to the assigned team.
  - Allocate resources appropriately, sign invoices and review financial statements for selected programs.
  - Effectively manage and be accountable for all aspects, including the financial resources of the assigned team.
- Provide leadership and actively participate as a member of the Department Management Team and other committees relevant to role.
  - Provide leadership to standing and ad-hoc committees of the Department such as chair or co-chair the Nursing Practice Council ONA-Agency meetings.
  - Create and maintain policies, allocate fiscal and human resources, create strategic and operational plans.
  - Participate in leadership team meetings in other departments (i.e.: Haldimand Norfolk Health Unit, Social Services & Housing), as required or requested.
- Provide leadership and support, and actively participate in focused efforts to improve quality and performance using quality improvement methods and tools to engage staff and drive change.
  - Plans and implements quality improvement initiatives related to

professional nursing practice such as quality assurance audits and regular updates to medical directives.

- Contribute to the identification and prioritization of areas for improvement within the six dimensions of quality (safe, effective, efficient, timely, person-centred and equitable).
- Engage with colleagues in a systematic approach to quality improvement, including the definition of the purpose and scope; development, testing and implementation of change ideas; and measurement of reach and impact.
- Communicate effectively (verbally and orally) with the community, local agencies, governing bodies, and ministry officials.
  - Foster working relationships with community partners and other stakeholders such as academic institutions to ensure quality nursing student placements.
  - Advocate for public policies that support health, poverty reduction, affordable housing, quality and affordable child care, and homelessness prevention.
  - Prepare and review technical reports, grant applications, media articles and promotional materials on many public health topics.
  - Respond to inquiries from the public on all issues pertinent to role.
- Other duties as assigned

### **Knowledge and Skill:**

- Registered Nurse (Ontario) with an undergraduate degree in nursing.
- Graduate degree in nursing or health administration an asset.
- Registration and in good standing with the College of Nurses of Ontario (CNO)
- At least five (5) years' experience in public health and one (1) year experience in a leadership role preferred.
- Possession of Project Management and/or LEAN Six Sigma certification(s) will be considered an asset.

### **Skills and Abilities:**

- Knowledge of College of Nurses Practices standards and nursing practice issues.
- Knowledge of relevant acts and legislation including the Health Protection & Promotion Act (HPPA), Ontario Public Health Standards (OPS), Municipal Freedom of Information and Protection of Privacy Act (MFIPPA), and Personal Health Information Protection Act (PHIPA).
- Proven management and team leadership skills.
- Knowledge of human resources including working within a unionized environment.
- Conflict resolution/negotiation skills internally with staff and externally where enforcement and legal action is required.
- Proven time management skills and ability to manage multiple projects.
- Diplomacy and political astuteness.
- Budget/financial management skills.
- Valid Ontario driver's license and access to a reliable vehicle.
- Computer expertise in corporate standard software (Microsoft Office) and department specific software.
- Must be aware of safe work practices as they relate to job responsibilities and work environment, and have the basic understanding of the Occupational Health and Safety Act

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The Corporation of Norfolk County is an equal opportunity employer. Accessibility accommodations are available for all parts of the recruitment process. Applicants need to make their needs known in advance.

Successful applicants are required to provide the Employer with a current Criminal Record Check, including a Vulnerable Sector where required and verification of education.

Thank you for your interest in this position. Only those to be interviewed will be contacted.