

Job description

Posting #: 2025-001

Position: Manager, Resident Care

Posted: March 17, 2025

Deadline: March 31, 2025 11:59pm

Compensation: \$45.01 to \$50.42/ hour

Manager, Resident Care

Full-time: 37.5 hours per week

Shifts: M-F, 7.5 hours per day *though this is anticipated to change.

Weekends and flexibility to work up to 10 hour shifts 4 days per week will be required.

POSITION SUMMARY:

Carpenter Hospice is an 11-bed home in the heart of Burlington that offers resident-based care to individuals in the last stages of their lives, and community-based programs for individuals dealing with grief or a life-limiting illness. It is an exciting time to be joining Carpenter Hospice as we expand our resident and community services in Burlington and surrounding areas.

Carpenter Hospice is seeking a compassionate and experienced **Manager, Resident Care** to lead and oversee the delivery of high-quality palliative care in our resident hospice. Reporting to the Director of Care, the Manager, Resident Care plays a key leadership role in ensuring excellence in resident and family-centered care, staff supervision, and adherence to best practices in palliative and end-of-life care. This position also provides direct client care, as required.

KEY RESPONSIBILITIES:

Leadership & Operational Management:

- Provide direct leadership and oversight to the interdisciplinary team (i.e., registered nurses, registered practical nurses, and personal support workers, etc.).
- Ensure the delivery of high-quality, evidence-based palliative care in alignment with hospice philosophy, policies, and standards of practice.

- Support a collaborative and interdisciplinary team approach to care, fostering a culture of excellence, respect, and continuous improvement.
- Oversee daily resident care operations, including staff scheduling, workload distribution and other logistical needs.
- Lead and participate in quality improvement initiatives, implementation of strategic directions, accreditation processes, and performance measurement activities.

Resident & Family-Centered Care:

- Ensure individualized, compassionate, and holistic palliative care is provided to all residents and their families.
- Promote an environment that respects dignity, autonomy, and preferences of residents while providing support to families and caregivers.
- Respond to and manage concerns, complaints, and feedback from residents, families and staff in a timely and professional manner.
- Collaborate with the interdisciplinary team to ensure effective care planning, symptom management, and goals of care discussions.

Clinical & Staff Support:

- Provide direct client care, as required.
- Provide mentorship, guidance, and clinical support to nursing and personal care staff.
- Ensure staff compliance with professional standards, regulatory requirements, and Carpenter Hospice policies.
- Support staff education, professional development, and performance evaluation.
- Leads regular meetings with staff, including staff meetings, huddles and resident care rounds.
- Support recruitment, selection and hiring of staff as required.
- Assist with the orientation and onboarding of new staff, students and volunteers.

Collaboration & Community Engagement:

- Foster strong partnerships with external healthcare providers, including hospitals, home care services, and community agencies, to facilitate smooth transitions of care.

- Work collaboratively with hospice leadership to develop and implement care programs and policies that align with provincial palliative care frameworks.
- Participate in community outreach and advocacy efforts to enhance hospice awareness, engagement and improved service integration.

Qualifications & Requirements:

Education & Experience:

- Registered Nurse (RN) with a Bachelor of Science in Nursing (BScN); a Master's degree in related field is an asset.
- Current registration and in good standing with the College of Nurses of Ontario (CNO).
- Nursing experience in palliative, hospice, or end-of-life care is an asset.
- Minimum two (2) years of leadership or management experience in a healthcare or hospice setting including administration, supervision of staff, program development/evaluation, risk management, and health & safety.
- Formal training and education in palliative care required with minimum of LEAP (Learning Essential Approaches to Palliative Care) certification, or commitment to complete within one (1) year of hire.
- Current Canadian Nurses Association (CNA) certification in Hospice Palliative Care is an asset.
- Experience with quality improvement, accreditation, and regulatory compliance.

Skills & Competencies:

- Strong leadership and team-building skills, with the ability to inspire and support staff in a collaborative care environment.
- Knowledge of palliative care best practices, symptom management, and ethical decision-making.
- Excellent communication, interpersonal, and conflict resolution skills.
- Ability to manage multiple priorities in a fast-paced emotionally sensitive environment.
- Proficiency in electronic health records (EHR) and healthcare documentation. Familiarity with Info Anywhere an asset.
- Commitment to fostering a culture of respect, diversity, and inclusion.

Additional Requirements:

- Current CPR and First Aid certification.
- Clear Vulnerable Sector Check.

Work Schedule & Commitment:

- Flexibility to work occasional evenings, weekends, or on-call as required to meet the needs of the hospice.
- Assume a shift for an RN/RPN when there is evidence of excess care load, or a shift is vacant (and cannot be filled) due to an unexpected absence.
- This position is currently Monday to Friday with an on-call commitment once per month on rotation with other members of the leadership team; however, there is a strong possibility that this may change. Therefore, flexibility in hours of work, days of the week and/or working weekends regularly is required from the successful candidate.