



**Job Title:** *Clinical Resource Manager*  
**Reports to:** *Director of Care*

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### **Job purpose**

The Clinical Resource Manager (CRM) is responsible for providing clinical expertise and knowledge to the clinical team. The CRM supports the development of staff working at Lisaard and Innisfree Hospice and fosters empowerment through knowledge to achieve excellence in the delivery of evidence-based practice.

The CRM ensures that the knowledge of staff is current in the field of palliative care, based on the fundamental principles of hospice palliative care as established by the Registered Nurses' Association's Canadian Hospice Palliative Care Association, Best Practice Guidelines and the Standards created by Hospice Palliative Care Ontario. The CRM is instrumental in working with the Clinical Resource Nurses to create a professional care climate within the organization.

As a member of the leadership team, the CRM will work collaboratively with the Director of Care (DOC) to look after the day-to-day operations within the hospice and will cover for the DOC when she/he is on vacation.

As a regulated health professional, the CRM will exemplify the vision and values of Lisaard and Innisfree Hospice in all endeavors and demonstrate a strong commitment and understanding of confidentiality.

### **Duties and responsibilities**

- Assures quality of care by applying the philosophy of hospice palliative care; enforcing adherence to the College of Nurses of Ontario Standards, best practice guidelines, principles of hospice palliative care established by the Canadian Hospice Palliative Care Association, and legislative requirements.
- Ensures that the resident's care plan is based on the individual's goals and interventions initiated are drawn from best practice guidelines and the fundamental principles of hospice palliative care established by the Canadian Hospice Palliative Care Association.
- Manages the full human resources cycle for Clinical Resource Nurses (CRN), and related resource roles such as Bereavement, Social Work and Complimentary Therapies including hiring, orientation, performance management, discipline, attendance management and staff payroll approvals. The CRM:
  - Ensures each staff member has a current learning plan and opportunity to meet educational needs
  - Ensures performance appraisals of CRN's are completed on an annual basis.
  - Ensures annual re-certifications and declarations for each CRN is complete and current
- Serves as the Lead for Clinical Resource Team by:
  - Facilitating Clinical Resource Nurse team meetings
  - Representing the clinical resource team at leadership meetings as applicable.
  - Provides updates to DOC for Senior Management reporting
  - Monitors clinical resource and project work hours to ensure they are maintained within the approved annual budget allotments

- Provides guidance to Clinical Resource team through the intake and admission process to ensure smooth transitions in care
- Participates in clinical palliative rounds in house and in community as required
- Understands and assists in the triage of incoming referrals and maintenance of an accurate waitlist
- Assesses potential residents using identified tool for eligibility; understands and participates in the Coordinated Bed Access and intake process as required
- Oversees ALC identification and discharge process: reporting statistical data to DOC
- Assesses resident acuity and appropriate clinical coverage when staffing issues arise
- Provides mentorship to clinical staff
- Aids clinical staff in completion of their individual education plans to help ensure all staff meet the required competencies, training, re-certification
- Plans, prepares and maintains materials for use in staff education and orientation ensuring they meet all professional, legislative and hospice standards
- Assist in maintaining clinical staffing levels through resume review, interviewing and onboarding
- Collaborates with Director of Care to lead interdisciplinary team through complex case reviews
- Partners with social worker to facilitate a compassionate environment by ensuring emotional, psychological, and spiritual support to residents, families, and staff
- Leads by example in demonstrating the importance of health and safety and a respectful workplace ensuring all policies are shared, understood and maintained by all employees
- Active member of the Professional Practice Committee and the Health and Safety committee
- Develop and maintain partnerships with education institutions and arranges student placement within the hospice
- Attends education community committee meetings as appropriate
- Identifying appropriate mentors for student placements and staff orientations
- Collects and submits statistical data for HPCO and LHIN reporting requirements as needed in the absence of the DOC (eg. Occupancy, LOS, ALC rates, etc.)
- In collaboration with the DOC, the CRM ensures Privacy and Documentation standards are adhered to and performs regular audits of resident health records
- Participates in the ongoing development, review and refinement of operational policies and procedures in cooperation with the DOC and ED
- Assists in the development of the hospice intranet for educational initiatives and to promote internal policy awareness, working closely with the Director of Development. Also ensures clinical content on hospice internet and intranets is current and accurate.
- Participates in the creation of an attainable education plan to implement and evaluate Accreditation standards as directed by DOC and Accreditation Lead
- Participates in staff meetings and other activities that may occur outside of normal work hours
- Leads the creation of a staff newsletter. In collaboration with the Director of Care includes educational articles and research documentation as it relates to the learning needs of the staff. Identifies one employee from each house to be featured monthly
- Will participate in the clinical on call rotation one weekend per month (FSS) and two evenings during the week.

### **Qualifications**

- Registered Nurse in good standing with the College of Nurses.
- Bachelor of Science degree in Nursing.
- Canadian National Certification in hospice palliative care (CHPCN) or intention to complete within 1 year
- Minimum of 5 years of experience in the hospice/palliative care setting
- Minimum of 3 years of experience in management or leadership
- Experience in adult learning styles, education instruction and creating positive learning environment an asset.
- Strong current knowledge of hospice palliative care philosophy and practice.
- Knowledge of and experience in pain and symptom management and administration of appropriate interventions
- Excellent communication skills and ability to manage conflict resolution
- Ability to be flexible and adaptable
- Ability to function in a leadership role in an interdisciplinary team environment
- Demonstrated critical thinking, assessment and problem-solving skills
- Demonstrated interest in ongoing professional development
- Proficient in use of Microsoft office, spread sheets and social media
- Valid driver's license, a reliable vehicle for work related purposes, and current vehicle insurance

### **Working conditions**

- Interacting with residents, family members, staff, visitors and other agencies
- Flexibility in hours and including working extended hours, weekend and holidays.
- Travel between sites is required.
- May be requested by Senior Management to act as spokesperson for the hospice via public speaking and/or providing presentations.
- Participates in staff meetings and other mandatory activities that may occur outside of normal work hours.
- Work is performed in a patient care setting and may involve exposure to waste gases and blood and body fluids and hazardous materials. Frequent exposure to water and chemicals used in disinfection/sterilization process.

### **Physical requirements**

- Standing, squatting, bending, pulling, pushing and twisting
- lifting up to 30lbs
- Combinations of walking around the facility and sitting at a desk, or in front of a computer, for 12 hours

### **Direct reports**

- Clinical Resource Nurses
  - Bereavement Coordinator
  - Social Worker
  - Alternate Therapies (Music Therapist)
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