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| |  |  |  | | --- | --- | --- | | **Huron Perth Healthcare Alliance** | | | | **Position Descriptions** | Original Issue Date: | July 17, 2014 | | **Team Leader** | Review/Effective Date: | April 23, 2015 | | **Approved By: Chief Nursing Executive** | Next Review Date: | April 23, 2017 | |
| https://intranet.hpha.ca/myalliance/imgs/spacer.gif |
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| POSITION SUMMARY:  The Team Leader is a Registered Nurse who plays a key role as a member of the inter-professional team.  Using the Collaborative Care Model and evidence based practice, he or she will assist in a team approach with the coordination and supervision of care to patients and their families. The Team Leader will appropriately assign patient’s care in accordance with the College of Nurses 3 Factor Framework.  The Team Leader assists the Program Manager with the clinical development and guidance of staff: • Coordinate clinical activity and act as a resource to team members in the provision of safe and therapeutic patient care • Promote optimal allocation of resources utilizing process optimization • Work with staff to ensure standards of care are met through role modelling, auditing and consultation • Support quality care initiatives and unit education as appropriate • Promote and maintain collaborative team relationships  REPORTS TO: Program Manager  QUALIFICATIONS:  Education: • Current registration with the College of Nurses of Ontario (CNO) • BScN preferred • Administrative and/or Leadership courses • Certified to perform required program-specific skills Experience: • Minimum 5 years nursing experience in a healthcare setting  Abilities: • Demonstrate commitment to ongoing professional development and continuing education • Demonstrate clinical competence and leadership ability • Excellent communication (written and verbal) and interpersonal skills in dealing with the patients, families and healthcare providers • Demonstrate strong customer service and patient and family centred skills • Ability to deal with conflict and implement conflict resolutions • Ability to plan, organize, problem-solve, oversee and support the activities of self and unit staff • Demonstrate effective time management skills and ability to deal with and provide direction in a stressful environment • Computer literate with a working knowledge of the Meditech information system and Microsoft Office applications (Microsoft Word, Excel, Outlook) • Regular attendance and punctuality is a requirement of the position  Physical Demands: • Physical ability to perform the duties of the position • Busy environment • Weekend and shift work may be required  RESPONSIBILITIES  HPHA Safety Culture  Promotion of safety and prevention of harm must be the first considerations of every employee.  To this end, individual employees must: -  Know and adhere to policies and procedures and legislative requirements applicable to assigned duties -  Use sound judgment and demonstrate awareness and identification of potential hazards  -  Promptly report incidents resulting in  actual or potential  harm -  Maintain knowledge, skills and abilities  required to perform duties of job safely and participate in annual reviews, training and education activities where required -  Support and participate in Safety  Rounds and inspections as appropriate -  Support and educate patients and staff about their role in  safety -  Know and adhere to Infection Prevention and Control Policies and programs as they relate to assigned duties i.e. hand hygiene, PPE  Patient Outcomes It is the responsibility of every HPHA employee to ensure that we provide an experience that meets the needs of the Patient/Customer and supports what they perceive as their best possible experience.  It is expected that every HPHA staff member will conduct their duties in such a manner that elevates the quality of care provided, that safety is consistently delivered and risks are mitigated throughout the patient’s journey. the HPHA values that the Patient/Customer experience is as important as the outcomes.  Acts as a goodwill ambassador for the Huron Perth Healthcare Alliance in accordance with Alliance policies/procedures/objectives/goals.  CORE COMPETENCIES:  People: • Support and demonstrate the vision, mission and values of HPHA • Adapt practice based on reflection and relevant feedback • Discuss insights with others and adapt approach accordingly • Maintain professional accountability by being responsible for one’s actions and decisions and by encouraging others to do the same • Accountable for initiating and acting upon quality improvement opportunities such as hand hygiene audits, Risk Monitor Pro • Act as a champion and driver of organizational and program change, viewing it as an opportunity for learning and growth • Demonstrate attitudes and behaviours which reflect ability to remain flexible, open and positive in the face of rapidly changing needs and demands • Adapt to new methods for health care delivery and other regulatory requirements  Partnerships: • Build and develop collaborative relationships with all care providers to assess needs, identify and solve problems in accordance with the HPHA Interprofessional Practice Model • Show genuine concern for the needs and wants of internal and external partners by maintaining or enhancing the self-esteem and self-confidence of peers, staff, students, volunteers and other team members • Communicate changes or concerns to all members of the interprofessional team to develop solutions • Review e-mail every workday and respond in a timely fashion  Performance: • Set high standards of work performance for self and other team members • Demonstrate high-quality work  • Critique one’s own performance and regularly seek feedback as a means of self-improvement and provide constructive feedback to others  • Recognizes the value of inter-professional communication as a means to gain insight into one’s own practice and support the practices of others • Displays proper phone etiquette including identification of unit, name and professional designation • Recognize ethical situations and concerns and consult appropriately • Support staff in the adherence of relevant provincial and/or federal legislation as well as HPHA policies, regarding the collection, use and disclosure of personal health information, and all other regulatory requirements • Maintain the confidentiality of patient information through knowledge and understanding of the privacy law • Demonstrates responsibility in the utilization of fiscal and human resources, in consultation with management  POSITION SPECIFIC DUTIES & RESPONSIBILITIES:  Assessment: • Assess the need for appropriate skill mix of care-giving personnel, in collaboration with Program Manager. • Assess input from inter-professional team members to maximize quality and continuity of patient care • Assess and discuss the need for change in patient care standards, policies and procedures with Program Manager • Assess the need for ongoing staff education related to changes in current treatments and practices • Highlights staff performance issues and follows-up with the Program Manager to develop performance/learning plan. • Contribute to the assessment and evaluation of the clinical practice of staff in collaboration with the Program Manager; Assists the Manager with chart audits and guides the staff in meeting the documentation standards • Participate with staff in assessing the need for supplies and equipment repairs and makes recommendations to the Program Manager  Planning: • Plan and develop patient care assignments and workloads to match skill sets of individual staff. • Assist the Program Manager in the timely communication of changes affecting patient care delivery. Maintain effective communication with other programs/services to support quality care and service delivery • Oversee and assist with patient flow • Demonstrate an awareness of therapeutic nurse-patient relationships (i.e. maintains professional boundaries and communications) • Assist with the planning, implementation and evaluation of the patient care area • Participate in assessing the learning needs of staff and collaborates with the Program Manager and Educator to enhance staff’s knowledge base and clinical practice skills • Facilitate the implementation of new or revised policies and educational programs • Assist with orientation of new staff and provides support with learning needs  Implementing: • Acts as a role model in the provision of quality care by reinforcing mission, value statement, roles, objectives, policies and procedures to staff, patient and families • Acts as a resource to the team and liaise with all other staff in provision of patient care • Participate on relevant committees, meetings and teams to improve patient care • Assist and participate in the learning experience through discharge rounds, daily huddles, interdisciplinary patient care conferences and informal and formal education sessions • Support and participate in Incident Reporting and Quality Improvement programs and promote Quality Improvement program goals with the team. Conduct quality audits on a regular basis • Demonstrate understanding and assume a leadership role related to issues, trends and changes which affect the care team • Fosters a team approach to patient care delivery • Assist staff in the management of patient/family issues and/or concerns and reports to the Program Manager in a timely manner • Promote good interpersonal relationships by modeling professional behaviour and practice and maintains a positive working climate • Assist the Program Manager in identifying the need for changes in current practice and assist with the implementation of required changes based on patient population needs and patient care requirements in conjunction with standards and guidelines • Support staff in advocating for patient care needs • Maintain current knowledge of patient status and notifies Program Manager of unusual situations • Participate in the development of and promotes adherence to facility unit policies, procedures, protocols and guidelines  Evaluation: • Evaluate the effectiveness of team functions, patient care and services provided • Evaluate effectiveness of patient care interventions through the quality improvement program, feedback and recommendations to staff • Participate in the education for and the evaluation of new products, equipment, technology and system processes to improve patient care delivery • Perform in a manner that reflects the values of trust, compassion and excellence of service in interactions with patients, families, the health care team and the public  Professional: • Seek guidance appropriately when required • Practice within the legal guidelines and ethical expectations of their regulatory college. • Report unsafe practice, professional incompetence, professional misconduct and incapacity or unfitness to practice of any health care team member through appropriate channels • Maintain current knowledge of Disaster Plans and appropriate response to Emergency codes  Teaching: • Assist with identification of learning needs and the planning and orientation of new employees on all shifts as required  • Collaborate with the Clinical Educators in planning, delivery and reinforcing education • Work with training and development in the coordination of student placements • Act as a clinical expert in the orientation and education of health care team members • Facilitate the implementation of new or revised HPHA policies/procedures • Contribute to an environment that encourages continuous learning, application of knowledge, critical thinking and application of research • Collaborate in the identification of staff readiness for additional responsibilities (i.e. Preceptor for students/staff, charge duties, etc) • Work with the manager to develop leadership capacity through knowledge transfer among the interprofessional team • Assist in identifying patient/family education needs and participate in the development of patient education materials |