

JOB DESCRIPTION**Position Information**

Position Number NAT-2666	Position Title Manager, Health Care and Rehabilitation Programs & Services	
Position Classification WP-06	Effective Date	
Decision Number NAT-2666	Job Code	National Occupational Classification 0311 - Managers in Health Care
Department/Agency Correctional Service Canada	Grievance Officer Yes <input type="checkbox"/> No <input type="checkbox"/>	Office Code
Organizational Component (Branch/Division) Health Services	Geographic Location various	
Language Requirements	Linguistic Profile	
Communication Requirements	Security Requirements	

Supervisor Information

Position Number Various	Position Title Executive Director, Treatment Centre / Regional Director, Health Services	Position Classification EX-01 / EX-02
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Employee Statement

I have been given the opportunity to read and comment on the content of this job description.

Name of Employee	Signature	Date
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Supervisor Statement

This job description accurately describes the work assigned to this position.

Name of Supervisor	Signature	Date
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Manager Authorization

This job description accurately describes the work assigned to this position.

Name and Title of Manager	Signature	Date
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JOB DESCRIPTION

Client Service Results

Management, leadership and supervision of a multi-disciplinary team responsible for the planning, development, coordination and delivery of physical and mental health care services and rehabilitation programs for the safe and healthy management of offenders within an institutional unit or community setting of the Correctional Service of Canada (CSC).

Key Activities

Manages, supervises, and guides an inter-disciplinary team of health professionals, psychologists, other service providers and support staff; develops, evaluates and implements quality improvement programs and policies related to the provision of health and rehabilitation services; and provides functional direction, advice and guidance to staff regarding complex client cases and program legislation, regulations and policies.

Develops and implements site-specific policies, procedures, services and programs reflecting local matters; administers and executes federal legislation, policy, programs and initiatives within a CSC health care and rehabilitation facility with a focus on vulnerable populations; establishes operating methods and accountability contracts, conducts audits, monitors adherence to standards, and evaluates performance.

Manages a health care and rehabilitation unit by collaborating with subordinate supervisors and professional groups to identify the needs of offender populations; provides offenders with necessary assessment, rehabilitation counseling, physical, psychological and mental health care services; and ensures provided services support case management and respond to the rehabilitation requirements of offenders.

Directs integrated assessment and treatment planning for offenders, and arranges for a variety of treatment options; manages the unit's admission and discharge of offenders; oversees transfers to outside hospitals, other health care or CSC facilities; and handles complex cases outside of regular CSC programming.

Leads caseload management; coordinates the delivery of health care and rehabilitation programs and services within an institutional or community unit; determines schedules of service operations, treatment requirements and allocation of resources based on population needs.

Chairs, leads and participates in committees, task forces and working groups; coordinates interdisciplinary team meetings to discuss and plan offenders' required treatments, transfers and levels of care; establishes and maintains partnerships, and ensures cross-sectional consultations and communication within the CSC, and with other health-centred organizations and community partners.

Plans and manages financial resources, including procurement, operations and salary budgets; assesses and determines required technical resources for the unit, such as equipment and other materials; and contributes to human resources hiring process and management of contracted staff required for program delivery.

Researches, analyzes and synthesizes information from various sources on a wide range of fields related to health services and program delivery issues; identifies the interrelationships of trends and developments in these fields; directs the preparation of associated documents; and provides expert and strategic advice and recommendations to the health services management team and stakeholders.

Supervises subordinate employees and project teams, develops work plans, appraises performance, addresses training requirements, resolves performance issues, and ensures a healthy and productive work environment; ensures optimal use of resources, prioritizes work, and provides direction and coaching to staff and project teams.

Skills and Knowledge

Knowledge of principles and methods of leadership, human resource management and change management, in order to lead, supervise, and motivate staff and project teams; establish and maintain effective working relationships with staff, executives and various stakeholders; address performance issues; and foster and promote a positive work environment.

Knowledge of the theories, principles and practices guiding interdisciplinary health and rehabilitation professionals, such as nurses, psychologists, social workers, occupational therapists, dentists and physicians, in order to conduct medical file audits, evaluations and investigations; assign available resources based on patient-centered care; and perform clinical and mental health services as required.

Knowledge of the various aspects of case management, wellness and rehabilitation, including vocational, affective and adjustment counselling, as well as medical, psycho-social and vocational rehabilitation, in order to provide leadership and manage the integration of these services in the care planning of offenders.

Knowledge of the management of accreditation processes and patient safety, in order to support a high standard of care, including quality improvement initiatives; and ensure a safe and healthy environment for offenders, staff and the public.

Knowledge of regulations, standards of practice and ethical principles endorsed by professional organizations, in order to consult with Regional Executive Management on the quality and delivery of integrated health and rehabilitation services; provide supervision of unit team in partnership with Clinical Practice Leads and Chiefs of Health Services; and establish and evaluate operating methods and accountability contract requirements.

Knowledge of financial administration, asset control, procurement and contracting process, in order to manage budgets and assets; assist the institution or community to develop and grant contracts for health services; and review contracts, and develop related documents, including Statements of requirements and Memoranda of Understanding.

Knowledge of research and analytical methods and techniques, in order to gather information from diverse sources; review program delivery and analyze trends; determine the impact of policy and initiatives; identify areas of improvement; and make recommendations on program direction.

Knowledge of various computer applications and software, such as the Offender Management System and electronic medical records, in order to prepare documentation; conduct file audits and file reviews; manage staffing, contracts and control budgets; and interact with computer-based information systems used throughout the organization.

Knowledge of the roles and responsibilities of different occupational groups at a local, regional and national level, their organizational interrelationships, and of site-specific administrative policies and procedures, in order to choose the best option when managing health and rehabilitation programs and services; ensure nationally consistent practices; and offer advice to executive management about health issues.

Knowledge of federal and provincial regulations and standards on health service delivery, requirements of professional associations licensing, acts and legislation governing the practice of health services in a particular province, and university standards and procedures, in order to ensure CSC standards correspond to those in the community; and develop and implement internship, student placement and practicum programs within CSC settings.

Knowledge of the CSC's mandate, policies, programs, organizational structure, the Public Safety and Emergency Preparedness Canada (PSEPC), and Parole Board of Canada (PBC), their functional and reporting relationships with the CSC and other correctional agencies, in order to understand and meet health services delivery objectives, and guide the amendment or development of policies, programs and procedures.

Knowledge of applicable acts and regulations, such as the Public Service Employment Act, Criminal Code, Commissioner's Directives, Standard Operating Procedures, Financial Administration Act, collective agreements, and health and safety regulations, in order to ensure compliance in the delivery of services; manage allocated budgets, individual pay and benefits-related issues, and the hiring of staff; and facilitate a safe work environment.

Knowledge of the Canada Occupational Safety and Health Regulations, the Canada Labour Code, and the Correctional Service Canada policies and directives, in order to maintain a safe and secure environment for staff and patients by ensuring compliance with legislation.

Knowledge of the Treasury Board, Justice Department, and Department of Citizenship and Immigration policies, acts and directives applicable to the CSC, in order to guide the sharing of information among partners in the criminal justice system, and understand how these regulations affect the management of offenders.

Knowledge of program administration and project management theories, practices, methods and techniques, in order to direct the development, implementation, administration and review of the programs, services and associated initiatives; and provide direction and advice to program staff and senior management.

Verbal, listening and diplomacy skills, in order to interact with health professionals, offenders, operational staff and senior management; provide and receive advice on case coordination, health care planning, regional and national issues, and transfer planning for continuity of care; negotiate with universities or colleges for external services; and represent the sector at committees and working groups involving various stakeholders.

Written and reading skills, in order to prepare various documents, reports, memoranda, briefing materials and correspondence; and understand and incorporate professional practices in the delivery of health services.

Effort

Physical effort is required to:

Sit for extended periods at a computer station or during meetings; move around and walk throughout the health care unit, Regional Hospital, Regional Treatment Centre or CSC community health setting.

Intellectual effort is required to:

Coordinate the health and rehabilitation services' business priorities; determine responses to horizontal issues; lead, manage and conduct intelligence-gathering initiatives and risk assessment studies; and develop options and recommendations in response to current and emerging issues.

Anticipate health services requirements within the health care unit; identify the diverse needs of offenders, and organize service hours of operation to ensure the most effective management of offenders requiring health services, in conjunction with the availability of health care resources; prioritize issues, and notify senior management of sensitive or urgent items requiring their attention.

Develop policies, procedures and services in accordance with the Commissioner's health-related Directives, and implement site-specific programs, such as peer support programs, treatment of infectious diseases, group programs and addictions treatment; examine and interpret operational objectives and policies in place to measure impact on programs and recommend changes to senior management.

Serve as a member of the management team; participate in the development and implementation of programs and initiatives within a CSC health care and rehabilitation facility while conforming to federal and CSC legislation, as well as health services regulations; execute or operationalize national policies; and ensure compliance of staff with professional, ethical and community standards.

Develop and maintain effective relationships with officials and colleagues within the CSC and with other organizations, including other government departments and agencies, as well as non-government and private sector organizations.

Chair and lead staff meetings; may serve on a number of boards, such as Boards of Investigations, Contract Review Boards and Selection Boards; assist in the oversight of treatment teams; and participate in health committees and potential involvement with families of offenders.

Coordinate project teams and working groups to explore the development and implementation of operational and health-related policy, activities, strategies and plans designed to resolve issues and improve the delivery of quality primary and secondary level health care services to the CSC offender population; and provide leadership and guidance to staff in the delivery of such services.

Identify training needs of staff; ensure the development of training plans that reflect changes in practices, legal requirements and treatment initiatives; and assess feasibility with respect to available resources and time constraints.

Supervise an inter-disciplinary team involving professionals from various fields, including behavioural technologists, chiefs, health and mental health services, clinical social workers, community mental health nurses, mental health officers and clinicians, nurses, occupational therapists, practical nurses and other health and rehabilitation professionals.

Conduct consultations to resolve complex issues; investigate, analyze, interpret and summarize information and intelligence from internal and external sources to the organization, and reconcile conflicting information; identify emerging trends affecting program delivery; coordinate the work of colleagues and experts to produce options and recommendations, including the need for additional research or information.

Generate rapid responses to unexpected questions, unique situations or emergencies arising during instruction, group facilitation or while delivering services; process information on many levels simultaneously, understand the possibilities and implications of a situation, and develop appropriate response.

Develop a clear understanding of the social and political climate, and of the departmental and sectoral vision and business plans, to grasp the interrelationships between many complex and rapidly evolving issues; view issues broadly, and reflect on strategies to resolve unique and unprecedented matters.

Integrate or adapt alternate approaches, methods and techniques to meet the changing priorities and operational requirements of the interdisciplinary health team and different aspects of health service delivery to offenders, and in cooperation with Regional Practice Leads, Executive Management, and Health Services Chiefs, in order to achieve CSC's objectives according to accepted standards.

Evaluate and monitor the case management process for offenders in accordance with regulations, directives, standards and practices; and ensure offenders receive all possible intervention for the consideration of a safe conditional release at their earliest eligibility date.

Collaborate with various institutional groups and community organizations to prepare communities for the release and reintegration of offenders; and contribute to public safety upon the offenders' release into the community, by managing the discharge plan, offering health education and establishing community support.

Apply established quality control mechanisms, and ensure compliance with national policies and standards governing program activities and case management procedures; identify areas requiring improvement, and develop recommendations and plans to correct deficiencies; and participate in quality assurance and accreditation processes.

Psychological effort is required to:

Exercise judgment, and maintain composure, impartiality and a professional attitude when dealing with sensitive issues and providing feedback on performance.

Responsibility

Human Resources:

Manages subordinate employees and multi-disciplinary project teams, allocates work; establishes priorities, provides direction and engages team towards objectives; promotes and facilitates access to continuous learning, training and development; monitors progress and evaluates performance; implements human resource policies and standards, and promotes an equitable workplace.

Forecasts and allocates human resources requirements within the unit's budget allocation; contributes to the development of a recruitment strategy and hiring process of health professional and administrative staff for the unit; manages contracted professionals, and evaluates and reports on contracting performance.

Financial Resources:

Manages the health care unit's budgets for minor capital, operations and maintenance, and salary; conducts cash forecasting, monitors expenses, and recommends allocation of funds; and develops reports and justification requests for additional funding.

Authorizes or denies payment of contractor services in accordance with Treasury Board and Departmental policies on contracts.

Technical Resources:

Has custody and is responsible for the use and maintenance of personal computer and computer peripherals, standard office equipment, and hard copy and electronic files.

Working Conditions

Physical:

The work involves continuous exposure to office noise, interruptions, lack of privacy, and exposure to glare from a computer monitor.

The work is performed in an institutional or community unit involving close proximity to offenders who may be unstable, volatile or emotionally explosive, and where there is a risk of verbal and physical assault.

The work also requires travel to institutions, National Headquarters or to other provinces, involving extended absences from home and extended work hours, as well as exposure to traffic and adverse weather conditions, and adjusting to different time zones.

Psychological:

The work involves potential stress resulting from dealing with the need to consult with multiple parties, tight deadlines and time constraints, limited resources, changing and conflicting priorities, concurrent demands, contentious issues, health crises, emergencies involving the facility, and from dealing with individuals who are resistant to changes.
