



POSITION DESCRIPTION

POSITION (TITLE):	Program Manager, Healthy Babies Healthy Children	DIVISION:	Health Promotion
REPORTS TO:	Director, Health Promotion	UNION AFFILIATION:	Non-union
REVIEWED: Direct Supervisor	Director, Health Promotion	DATE: (R) if revised	May 2016 (R) October 2011 (R) November 2002
APPROVED:	Senior Management	DATE:	October 2011 (R)
ORIGINAL VERSION DATE:	November 2002	REVISION DATES:	May 2016 October 2011

POSITION SUMMARY:

The Program Manager, Healthy Babies Healthy Children reports to the Director of the Health Promotion Division. The Program Manager is responsible for administering, planning and evaluating the Healthy Babies Healthy Children program and Lactation services provided by the Thunder Bay District Health Unit (TBDHU) and for measurable program outcomes. The Manager is responsible for ensuring that the quality of client care and service delivery adheres to the Health Protection and Promotion Act, applicable legislation and Ministry guidelines, professional college guidelines and TBDHU policies and procedures.

The Manager will utilize a population health approach to determine appropriate program interventions, and ensure familiarity with the Ontario Public Health Standards and supporting directional publications including but not limited to the Ontario Public Health Organizational Standards, Ontario's Action Plan for Health Care, and Annual Reports from the Chief Medical Officer of Health for Ontario.

DUTIES AND RESPONSIBILITIES:

1.0 Professionalism and Ethics

Adheres to profession and TBDHU codes of conduct to manage self, information and resources. Fosters and supports the principles and values of the organization and Public Health as a whole.

- 1.1 Demonstrates commitment to an environment in which collaboration is valued and excellence in client and population "care", education and research is promoted and achieved.

- 1.2 Assumes accountability for identifying problems and issues, generating solutions and anticipating the effects of those decisions.
- 1.3 Demonstrates accountability to clients and acts to ensure practice meets legislative requirements, regulatory standards and Health Unit goals.
- 1.4 Ensures that standards and safeguards are in place to protect the Health Unit's integrity (e.g., professional standards for financial reporting, integrity/security of information systems).

2.0 Planning and Organizing

Researches and develops plans; prioritizes, organizes, and manages goals to support the Health Unit's vision, mission and strategic plan as well as the Ontario Public Health Standards (OPHS). Focuses personal efforts on achieving results consistent with those goals.

- 2.1 Participates in the development, implementation and evaluation of the mission, vision, values, standards, goals and objectives of the Health Unit.
- 2.2 Establishes program outcomes and objectives which are consistent with the TBDHU's operational goals and strategic objectives, consulting with the Director of the assigned programs and the MOH/AMOH, as appropriate.
- 2.3 Uses appropriate quality improvement tools and consults with program evaluation and epidemiological studies to formulate data-based recommendations and uses data and relevant research to support all programming decisions.
- 2.4 Ensures that program practices/service procedures/medical directives are current and meet recognized professional standards and guidelines (e.g., standards of the College of Nurses of Ontario, College of Dietitians and the Regulated Health Professionals Act, Canadian Institute of Public Health Inspectors, etc.).
- 2.5 Develops, implements, and evaluates program procedures and ensures that they are consistent with the scope of each professional discipline. Ensures that staff are cognizant of such procedures.
- 2.6 Acts as a consultant to the Senior Management Team and the Board, as appropriate, on issues specific to assigned programs.
- 2.7 Identifies information needs for the development and maintenance of management information systems that are used to document and analyze activities.
- 2.8 Ensures that client records and documentation are maintained according to established policies and procedures and meet the professional standards of each respective professional college.
- 2.9 Emergency Response (as applicable):
 - Participates in planning, developing, implementing and evaluating an emergency response plan for the TBDHU.
 - In the event of a community-wide emergency, fulfils the roles as described in the current Emergency Response Plan.
 - Participates in the planning, developing, implementing and evaluating outbreak response protocol in the event of a communicable disease outbreak, as appropriate.
- 2.10 Analyzes information to identify emerging issues and trends to be incorporated into current programming and future planning.

3.0 Human Resources Management

Demonstrates effective management of human resources.

- 3.1 Identifies and plans for required staff to ensure complement of staff to meet program needs, within allocated resources.
- 3.2 Advises on the development of criteria for the selection of staff; participates in the recruitment and recommends qualified individuals for hiring to his/her Director and/or the Senior Management Team, as required.
- 3.3 Ensures that program orientation and training are provided so that staff develop and maintain the competencies required to meet the standards for their position. Encourages and supports continuing education and professional development.
- 3.4 Monitors and evaluates the performance of assigned staff through ongoing supervision and adherence to the TBDHU's performance management system.
- 3.5 In consultation with Human Resources and his/her Director (as appropriate), takes corrective action when performance is unsatisfactory, and, if corrective action is unsuccessful, may assist in the termination process.
- 3.6 Ensure the efficient functioning of program teams by allocating staff to ensure equitable work distribution.
- 3.7 Adheres to applicable collective agreements.
- 3.8 Ensures student placements and staff preceptors/mentors meet the TBDHU standards for the provision of quality services and the experience meets the needs of the student/trainee placements and the university/college/agency.
- 3.9 Abides by employment legislation including Employment Standards Act, Labour Relations Act, Occupational Health and Safety Act, Workers' Compensation Act and the Ontario Human Rights Code.

4.0 Fiscal Administration/Stewardship of Resources

Ensures the effective, efficient and sustained use and safeguarding of Public Health resources and assets. Demonstrated fiscal responsibility and accountability for financial resources, property, records and business information. Identifies, assesses and manages risk while striving to attain organizational goals.

- 4.1 Develops and administers the program budget, including monitoring and analysis, and allocates staff and material resources to achieve program objectives, consulting with the Director of the assigned programs and the Manager of Finance or CEO, as appropriate.
- 4.2 Participates in the development and implementation of strategies to operate within the approved budget.
- 4.3 Participates in the development of appropriate systems for maintaining accurate statistics and monitoring utilization of services.
- 4.4 Ensures budgetary compliance processes and procedures are adhered to at all times.
- 4.5 Ensures accountability for measurable program outcomes.

5.0 Communication and Relationship Building

Focuses on developing and actively maintaining healthy and positive working relationships both internally and externally on behalf of the TBDHU in order to work collaboratively to achieve common goals and organizational objectives.

- 5.1 Establishes and maintains open communication with the Director and/or the Senior Management Team on relevant issues and exceptional or precedent-setting issues.

- 5.2 Establishes a collaborative relationship with Health Unit Management and staff for input and feedback, on new and existing programs and service and other pertinent issues.
- 5.3 Apprises staff of new policies, and changing policy interpretations and trends within public health and the TBDHU.
- 5.4 Liaises with external agencies on issues relating to programs and services.
- 5.5 Interprets policies of the TBDHU, as appropriate, to clients, physicians, other health professionals and the public, when concerns arise.
- 5.6 Effectively communicates and promotes the TBDHU, its vision and values to clients, stakeholders and partners.

6.0 Quality and Continuous Improvement

Contributes to the overall effectiveness of the TBDHU to meet the Ontario Public Health Standards, Public Health Organizational Standards and policies and procedures of the organization. Performs and evaluates work conscientiously and accurately according to professional and TBDHU standards with the aim of meeting and/or surpassing the needs of our clients. Continuously improves processes by questioning conventional approaches, exploring alternatives and responding with innovative ideas.

- 6.1 Effectively develops and integrates TBDHU goals and objectives into the framework of assigned programs and services.
- 6.2 Participates in the organization's continuous quality improvement program and integrates and fosters concepts of continuous improvement into daily outcomes.
- 6.3 Reviews recommendations for process improvement based on program results and feedback and takes appropriate action to implement process improvement.
- 6.4 Develops indicators for the assessment of each programs' outcomes.
- 6.5 Reviews appropriate data, assessment results, environmental scans and reports for information and for identifying potential projects relevant to existing or planned quality activities.
- 6.4 Contributes to the organizational growth of the TBDHU by identifying organizational needs and works with his/her Director and/or the Senior Management Team to achieve performance improvement.
- 6.5 Establishes procedures & standards for evaluating the effectiveness of programs & policies.

7.0 Leadership

Engages, influences, motivates and supports others to achieve organizational goals. Fosters the development of others in an environment that enhances performance and professional growth.

- 7.1 Demonstrates effective and timely decision-making.
- 7.2 Provides a forum where staff can work co-operatively with other team members.
- 7.3 Promotes and facilitates positive group functioning externally as required.
- 7.4 Demonstrates the values of the TBDHU in all interactions with other managers, staff, clients and the public.
- 7.5 Demonstrates a commitment to continual learning and self-growth. Acts as a role model for other managers and staff.
- 7.6 Supports the changing culture and methods of operating, if necessary, for the success of the organization.

8.0 Occupational Health and Safety

Demonstrates responsibilities for occupation health and safety in the workplace.

- 8.1 Performs job functions in accordance with relevant legislation and established policies and procedures.
- 8.2 Ensures mechanisms are in place to enable staff to perform job functions in a healthy and safe manner.
- 8.3 Ensures that all employees perform work in accordance with applicable Occupational Health and Safety legislation.
- 8.4 Reports health and safety concerns, takes action as appropriate and makes recommendations.

9.0 General

- 9.1 Performs other duties as assigned

QUALIFICATIONS / REQUIREMENTS:

- Bachelor of Science in Nursing (BScN) Degree . A Master's Degree would be an asset.
- 3-5 years management experience in a health care setting and/or public health preferred.
- Must be a member in good standing with the College of Nurses of Ontario.
- Formal preparation and demonstrated leadership and management skills.
- Demonstrated financial management and budgeting skills.
- Experience in establishing and monitoring infection control guidelines and practices (as applicable).
- Demonstrated experience in supporting professional practice in a clinical service setting.
- Excellent communication, evaluation, organizational and problem solving skills.
- Proven ability to work within a multi-disciplinary team.
- Demonstrated commitment to quality improvement.
- Thorough working knowledge of relevant acts and related legislation.
- Must be flexible in work schedules and available to work evenings or weekends as needed.
- Valid Driver's license and use of a vehicle.