

**1. IDENTIFICATION**

Position No.	Job Title	Supervisor's Position	
	Supervisor Health Programs		
Department	Division/Region	Community	Location
Health			

**2. PURPOSE**

<p><b>Main reason why the position exists, within what context and what the overall end result is.</b></p> <p>The position exists to ensure effective leadership and management of the health center.</p> <p>The position ensures the provision of professional community health nursing care to clients in accordance with established standards of nursing practice and the philosophy and objectives of the Department of Health. The incumbent supports the provision of quality community health programming.</p> <p>The position promotes optimal health to the community and ensures continuity of care. The incumbent administers a comprehensive community health program in conjunction with other members of the health care team. The position is also responsible for stimulating a healthy awareness at the levels of prevention (i.e., primary – health promotion and specific protection against diseases; secondary - early diagnosis and prompt treatment intervention in the disease process; tertiary – rehabilitative activities). This position provides local leadership to front-line health workers to assure cohesion of the community teams.</p> <p>This is the senior position in the health center, which has responsibility for managing and providing direct clinical and administrative supervision and training for community health nurses at various levels of qualification and administrative coordination for supervision and training of support staff.</p>
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### 3. SCOPE

**Describe in what way the position contributes to and impacts on the organization.**

The supervisor provides leadership, direction and support to all Health employees located in the assigned community. The incumbent works with community health nurses, community health representatives and other health care professionals to provide health services to all community clients, such as; individuals, families, the hamlet, special interest groups and the community at large. The incumbent manages a significant budget during each fiscal year for the provision of comprehensive health services in the community. Operating within a defined budget, the incumbent is required to use sound judgment in allocating funds in the most appropriate manner.

### 4. RESPONSIBILITIES

**Describe major responsibilities and target accomplishments expected of the position. For a management position, indicate the subordinate position(s) through which objectives are accomplished.**

The position manages the program and administrative operation of the health centre by:

- Preparing monthly, annual and special reports; processing correspondence and reports
- Requisitioning, processing and receiving supplies/equipment/pharmaceutical and biological agents, collecting statistics, maintaining inventory
- Handling personal, telephone or written inquires of clients, health care professionals and administration and the general public
- Liaising, developing and maintaining cooperative and effective relationships with physicians, other agencies, administration, native organizations and the community
- Participating in inter-agency meetings to plan, implement and evaluate joint projects related to health
- Developing and recommending the annual measurable objectives and work plans
- Participating in the development of the annual Health Centre budget and monitoring expenditures
- Consulting with individuals/groups and compiling data to perform periodic needs assessments to establish program priorities
- Planning, controlling and coordinating the provision of community health programs/services in the designated service area
- Monitoring demand and uses of programs/services provided
- Adjusting resource allocation as a result of fluctuations in demand
- Recommending re-allocation or resources among programs delivered
- Analysing statistics (i.e. morbidity, mortality, immunization) to evaluate nursing services and health programs
- Performing or arranging for regular maintenance check of medical-nursing equipment, arranging for repairs of equipment

Provides clinical and administrative supervision and training for community health nurses and administrative supervision of clerical staff by:

- Assigning work schedules, evaluating program and service delivery

- Overseeing the activities of community health nurses, community health representatives, and support staff
- Managing all aspects of the reporting relationship, including performance reviews, development, discipline, hiring and termination
- Using nursing skills and the nursing process to advise, instruct, guide and supervise assigned staff
- Ensuring that records, files and documents are secure and maintained according to professional and legal guidelines
- Assessing staff training and development needs
- Recommending training plans, providing orientation, guidance, support and training as required
- Providing and/or ensuring occupational health and safety education and activities/services including a disaster plan for worksite
- Conducting staff meetings to disseminate information, interpret policies, problem solve and team build
- Implementing and monitoring adherence to approved policies, procedures and programs
- Recommending changes and/or improvements as required
- Recommending and implementing approved activities related to the quality assurance program (e.g. audits).

Provides professional community health nursing service to clients in accordance with departmental policies and procedures by:

- Applying the nursing process (assessment, planning, intervention and evaluation) to intervene in the disease process and restore, protect and promote health
- Performing nursing functions according to policies and procedures established by department in accordance with the nursing administrative manual; standards, policies and guidelines and in accordance with the requirements of the registration body
- Making decisions regarding client management and facilitating referral in consultation with other health care professionals
- Initiating and conducting individual/family case conferences with nursing/medical staff and or other health care workers
- Providing a community health service through visits and by telephone consultations
- Enabling communities to identify needs, accept ownership and take action for resolution of health issues/concerns
- Participating in communicable disease control, chronic disease surveillance, home visits, health education classes/sessions and school health program
- Conducting specialty clinics
- Planning, coordinating and facilities health education and promotion activities based on needs assessment
- Acting as are resource to school health program, community health representatives and or other health care provides
- Promoting a safe and healthy environment in homes, schools, day care centres, boarding homes, worksite and the community
- Collaborating with the Environmental Health Officer and others to address concerns of a public health nature
- Maintaining an up-to date knowledge of worksite and community disaster plans and procedures
- participating in disaster exercises
- advocating for the disadvantaged to promote development of resources and equitable

access to health related services

- Marketing healthy living skills
- Maintaining confidentiality of all work related information

Maintains a thorough and sound working knowledge of current nursing practices, skills and knowledge by:

- Attending in-service sessions, conducting self directed studies, and pursuing professional development activities, including participation on committees as appropriate
- Obtaining and maintaining certifications for required specialized competencies
- Maintaining a working knowledge of complex equipment, supplies and materials used in work

Provides supervision and guidance to staff to ensure duties are performed as expected and to facilitate professional development by:

- Interviewing, selecting orienting, scheduling work time, approving overtime, assigning workloads, evaluating performance and recommending disciplinary action
- Establishing and maintaining effective interpersonal relationships with staff
- Planning and implementing in orientation program for new staff
- Conducting regular staff meetings to disseminate information, interpret policies, standardize procedures and plan programs
- Planning and implementing an in-service education program
- Preparing in-service training materials
- Setting objectives for performance review
- Reading publications to keep current on developments in health promotion and prevention techniques and audio/visual material available.
- Maintaining current knowledge
- Applying the terms of the collective agreement

Other duties:

- Preparing and delivering health education materials for use on radio, television or newspaper, in accordance with policy and media contact
- Participating in special projects (i.e. research)
- Assuming infectious disease control advisory functions on request
- Collaborating with health promotion officer, community health representative(s) and interpreters to develop, edit, prepare and have translated health educational material
- Preceptoring nursing students enrolled in specific nursing programs (e.g. post RN baccalaureate, ANSIP)
- Meeting with staff members individually and in groups to discuss their activities on a regular basis
- Reviewing written materials prepared by staff members to ensure they conform to requirements
- Conferencing cases which are particularly difficult to resolve
- Seeking out staff members' opinions on proposed changes to legislation, policies and procedures and ensuring appropriate persons are informed of these opinions
- Fostering a team approach to problem solving where appropriate
- Preparing performance appraisals as required and encouraging staff to develop professionally in areas requiring attention
- Ensuring casual time sheets are signed and submitted to H.R./Payroll for payment

Participates in the Department's management by:

- Advising supervisor on budget issues
- Preparing reports, file audits etc. on needs as a whole or individually
- Monitoring and reporting upon issues designed to assist in the development of programming

## 5. KNOWLEDGE, SKILLS AND ABILITIES

Describe the level of knowledge, experience and abilities that are required for satisfactory job performance.

- Bachelor's degree in Nursing or Diploma with a minimum of 5 years nursing experience including at least 2 years supervisory experience.
- Current RNANT/NU registration to fulfill legal requirement of the Nursing Professional Act
- Ability to manage multidisciplinary functions in an engaging and respectful manner.
- Ability to perform basic and advanced nursing techniques as outlined by the Department of Health, Nursing Administration Manual; Standards, Policies and Guidelines: Administration Manuals
- Ability to plan, coordinate, control, implement and evaluate a comprehensive nursing service appropriate to northern community needs.
- Knowledge of current trends in health promotion/disease prevention practices and programs
- Ability to teach/communicate effectively on an individual or group basis
- Ability to work effectively in a cross cultural setting ensuring that Inuit Societal Values are acknowledged and maintained during patient and employee interactions.
- Maintains knowledge of Inuit customs, history, cultural sensitivities and local community characteristics.
- Proficient in use of computer software including, but not limited to MS office and Health records systems.
- Ability to maintain a high degree of confidentiality
- Excellent organizational and time management skills
- Excellent counseling skills
- Excellent written and oral communication skills
- Excellent interpersonal and conflict resolution skills
- Crisis intervention skills
- Basic CPR and annual re-certification required to maintain skill level
- This is a Highly Sensitive Position. Vulnerable Sector and Criminal Record checks are required

## 6. WORKING CONDITIONS

List the unavoidable, externally imposed conditions under which the work must be performed and which create hardship for the incumbent. Express frequency, duration and intensity of occurrence of physical demands, environmental conditions, demands on one's senses and mental demands.

The incumbent is expected to perform these duties with minimal supervision. This increases the stress level as in addition to situational demands, one needs to ensure they are operating within policy and legislative guidelines.

The programs delivered and the staff who deliver them operate in a stress filled environment as health care emergencies are frequent. Workers can become overly protective of their clients/patients leading to the belief that rules may be broken for a good cause.

The fact that once decisions are made, based upon the information at hand at the time; additional information may make the initial decision appear faulty, opening the worker or supervisor to criticism. Given the nature and confidentiality of our work neither can we explain publicly why particular decisions were made or what they were based upon.

### Physical Demands

Indicate the nature of physical demands and the frequency and duration of occurrences leading to physical fatigue.

- There are occasional requirements for carrying a variety of equipment and materials.
- Being on call over sustained periods can lead to sleep disruption. The daily tasks are demanding in this field and it is easy to feel physically and emotionally drained at the end of the day.

### Environmental Conditions

Indicate the nature of adverse environmental conditions to which the jobholder is exposed, and the frequency and duration of exposures. Include conditions that disrupt regular work schedules and travel requirements.

- Exposure to blood and body fluids – risk can be minimized through use of universal precautions
- Exposure to animal attacks while on home visits
- Exposure to emotionally difficult or potentially violent situations at clinic or on home visits
- Exposure to clients with contagious conditions - risk can be minimized by maintaining immunization status and using infection control measures
- Exposure to hazardous substances – risk can be minimized with application of WHMIS knowledge
- Occasional travel

- Incumbent meets with patients/clients in their homes, etc.

**Sensory Demands**

- Indicate the nature of demands on the jobholder’s senses to make judgements through touch, smell, sight and hearing, and judge speed and accuracy.**
- The need to act and react rapidly, in a focused and well-informed manner is mandatory in this position. The incumbent spends a significant amount of time consulting to determine needs and input. This requires excellent communication and facilitation skills and the ability to be open to innovative ideas. The incumbent spends time at a computer writing, reviewing materials conducting research and communicating with staff, which can result in eyestrain and other physical discomforts.
  - Given the amount of reading and production of written material associated with the profession, mental fatigue is a risk.

**Mental Demands**

- Indicate conditions that may lead to mental or emotional fatigue.**
- The incumbent is exposed to tight deadlines and a heavy workload, with competing priorities and demands. Dealing with various clients requires creativity, tact and diplomacy. The incumbent is expected to work irregular and long hours and to work on weekends all of which can often place a high degree of stress on the incumbent’s personal life. The incumbent will manage programs that often face public scrutiny.

**7. CERTIFICATION**

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_____ Employee Signature	_____ Supervisor Title
_____ Printed Name	_____ Supervisor Signature
_____ Date I certify that I have read and understand the responsibilities assigned to this position.	_____ Date I certify that this job description is an accurate description of the responsibilities assigned to the position.
_____ Deputy Head Signature	
_____ Date I approve the delegation of the responsibilities outlined herein within the context of the Attached organizational structure.	

## 8. ORGANIZATION CHART

Please Attach Organizational Chart indicating incumbent’s position, peer positions, subordinate positions (if any) and supervisor position.

“The above statements are intended to describe the general nature and level of work being performed by the incumbent of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position”.

## 9. Appendix A – List of Positions and Corresponding Information

Community	Position	Supervisor	Freebalance Code
Artic Bay	04790	01732	10601-01-2-200-1000000-01
Arviat	05549	09259	10613-01-3-300-1000000-01
Baker Lake	05550	09259	10614-01-3-305-1000000-01
Cape Dorset	04785	03866	10602-01-2-210-1000000-01
Chesterfield Inlet	05546	09259	10615-01-3-310-1000000-01
Clyde River	04779	01732	10603-01-2-215-1000000-01
Coral Harbour	05548	09259	10616-01-3-315-1000000-01
Gjoa Haven	05528	12105	10622-01-4-415-1000000-01
Grise Fiord	04777	01732	10604-01-2-220-1000000-01
Hall Beach	04787	03866	10605-01-2-225-1000000-01
Igloolik	04786	01732	10606-01-2-230-1000000-01
Kimmirut	04787	03866	10607-01-2-240-1000000-01
Kugaaruk	05530	12105	10623-01-4-425-1000000-01
Kugluktuk	05527	12105	10624-01-4-420-1000000-01
Pangnirtung	04783	03866	10609-01-2-250-1000000-01



**GOVERNMENT OF NUNAVUT****JOB DESCRIPTION**

<b>Pond Inlet</b>	<b>04789</b>	<b>01732</b>	<b>10610-01-2-255-1000000-01</b>
<b>Qikiqtarjuaq</b>	<b>04782</b>	<b>03866</b>	<b>10611-01-2-205-1000000-01</b>
<b>Repulse Bay</b>	<b>05551</b>	<b>09259</b>	<b>10618-01-3-325-1000000-01</b>
<b>Resolute Bay</b>	<b>04788</b>	<b>01732</b>	<b>10640-01-3-320-1000000-01</b>
<b>Sanikiluaq</b>	<b>05547</b>	<b>09259</b>	<b>10619-01-3-265-1000000-01</b>
<b>Taloyoak</b>	<b>05531</b>	<b>12105</b>	<b>10625-01-4-425-1000000-01</b>
<b>Whale Cove</b>	<b>05545</b>	<b>09259</b>	<b>10620-01-3-330-1000000-01</b>