



# Director, Care Services

## Tabor Village

Abbotsford, B.C.

[www.taborvillage.org](http://www.taborvillage.org)

Tabor Village was built out of love and respect for those who need assistance with living as they age. Staff, volunteers, family members and supporting churches are committed to both their physical and spiritual wellbeing. Tabor Village is a vibrant community where seniors and their families experience care from the heart with Christian compassion and respect. Located in Abbotsford, the Campus of Care includes Independent Living, Assisted Living, and Complex Care, on two locations.

The Director, Care Services, reporting to the Executive Director, is responsible for: all aspects of the senior living experience; leading, coaching and supporting an engaged workforce; surpassing quality and financial indicators, and implementing innovations that enhance quality of life. Working within the LEADS in a Caring Environment Capabilities Framework, the Director of Care Services: leads self, engages others, achieves results, develops coalitions and works toward systems transformation.

As the ideal candidate, you have an exceptional record in gerontological nurse leadership, an advanced Degree with preference at the Masters level with a minimum of five years' experience in aged care. As an expert clinician, you are able to strategically guide and collaboratively support a team of talented healthcare professionals who have a strong desire for delivering exceptional care. As a specialist in your field you have the ability to manage multiple priorities and the complex care needs of the elderly while implementing innovation and improvements enhancing quality of life for staff, seniors, families and the community.

### **JOB SUMMARY:**

Reporting to the Executive Director, the Director of Care is responsible for the overall management and coordination of direct care services provided to the residents of Tabor Village. The Director of Care manages the development of programs and care plans for the residents in compliance with established standards and regulations and in accordance with the Mission, Vision and Values of Tabor Village. In consultation with the Executive Director, the DC will liaise with health care professionals in residential and community settings and participate in external Fraser Health committees that will benefit quality improvement initiatives at Tabor Village.

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### **CAMPUS OF CARE**

TABOR HOME, VALHAVEN, TABOR MANOR, and TABOR COURT

31944 SUNRISE CRESCENT, ABBOTSFORD, B.C. V2T 1N5 TEL: 604-859-8715 FAX: 604-859-6695

[www.taborvillage.org](http://www.taborvillage.org)

[www.facebook.com/taborvillage](https://www.facebook.com/taborvillage)

- Direct nursing department and recreation department in the provision of safe, quality resident care and activities.
- Provide quality indicator reports including indicators to Executive Director and Fraser Health as required.
- Oversee clinical development needs and with orientation and educational programs.
- Monitor care and initiate ongoing quality improvement projects that ensure best practice.

#### **STANDARDS OF PERFORMANCE:**

1. Is perceptive and sensitive to the needs of the elderly.
2. Strives to attain a high level of performance from all personnel involved with resident care.
3. Demonstrates ability to communicate, organize, supervise and evaluate delivery of health care in an effective manner.
4. Is a positive example in appearance, behavior and conversation.
5. Gives creative leadership allowing personnel freedom of expression.
6. Deals with personnel in a consistent, fair, and kind manner.

#### **KEY RESPONSIBILITIES:**

1. Supports and interprets philosophy, goals, policies and procedures of Tabor Village to staff, residents and families.
2. Promotes effective communication with residents, families, visitors, physicians, personnel and the general public.
3. Directs the maintenance of health care records to ensure promote compliance with regulations and quality care for residents.
4. Works in conjunction with the medical personnel in monitoring the total health needs of residents.
5. Leads resident care issues at committee and general staff meetings.
6. Chairs meetings including; Interdepartmental Committee, Infection Control Committee, Medication Safety and Advisory Committee, Nurses' Meetings, Resident Care Aide Meetings, and others as determined.
7. Leads Quality Improvement initiatives in resident care.
8. Reviews incident reports and sends to appropriate staff, department, or external agency for follow-up.

9. Examines admission profiles with Resident Care Coordinator prior to admission and informs Fraser Health Access if residents are an appropriate fit for Tabor Village.
10. Ensures effective infection control measures are in place as required by Fraser Health.
11. Participates in Care Conferences as appropriate, meets with residents and families to resolve problems/ concerns/complaints.
12. Reports to the Executive Director on the management and operation of services directly related to resident care.
13. Formulates and updates policies and procedures related to resident care and undertakes annual reviews of policies and procedures.
14. Co-ordinates and promotes the interdisciplinary approach within the facility through the resident care, dietary, housekeeping, recreation, maintenance, pastoral care, and social work domains to achieve effective resident care.
15. Interviews and hires applicants for resident care and recreation departments.
16. Conducts on-going evaluation of personnel performance and attendance.
17. Monitors and reviews resident care staff compliance with all facility policies and procedures, including safety rules and safe working practices.
18. Ensures Job Descriptions and Job Duties are complete and current.
19. Interprets and applies the terms and conditions of employment outlined in BCNU and THEA agreements.
20. Documents incidents and investigates surrounding grievances.
21. Takes responsibility for cost control, budgeting, and labor relations in resident care.
22. Coordinates applications such as supportive funding and capital requests.
23. Liaises with licensing bodies and professional associations to ensure regulatory compliance, anticipate potential changes and coordinate inspections as required.
24. Performs other related duties required.

## **QUALIFICATIONS:**

- Leads Self
  - ◆ Is self-aware; manages self; develops self; demonstrates character.
  - ◆ Engages in learning and has a minimum of 5 years of leadership experience in a residential care setting.

- ◆ Master's Degree in Nursing or related field with current practicing membership in good standing with the College of Registered Nurses of British Columbia (CRNBC).
  - ◆ Canadian Health Care Executive (CHE) designation.
  - ◆ Attends work-related conferences and seminars to keep abreast of current trends and knowledge in health care.
- Engages Others
    - ◆ Fosters development of others; contributes to the employee satisfaction and retention at Tabor Village; communicates effectively; builds effective teams; contributes to resident and family satisfaction.
    - ◆ Is familiar with Fraser Health Clinical Practice Guidelines, Pathways, Minimum Data Set (Gold Care), electronic medication administration, residential infection control practices including reprocessing, and ability to work with computer software including Outlook, Excel, and PowerPoint.
    - ◆ Works effectively with internal and external stakeholders such as Licensing and Accreditation Canada.
- Achieves Results
    - ◆ Sets direction; aligns decisions with vision, values and evidence; takes action to implement decisions; assesses and evaluates.
    - ◆ Monitors trends in infection control, hand washing, MDS reports, and medication errors in order to continuously improve resident safety.
    - ◆ Works at Continuous Quality Improvement Initiatives that improve health and well-being of residents.
- Develops Coalitions
    - ◆ Purposefully builds partnerships and networks to create results; demonstrates a commitment to residents, families, staff and community; mobilizes knowledge.
    - ◆ Attends external committees where ideas are exchanged and new partnerships developed.
- Works at Systems Transformation
    - ◆ Demonstrates systems/critical thinking; encourages and supports innovation; orients self strategically to the future.
    - ◆ Champions and orchestrates change by leading Continuous Quality Improvement (CQI) processes in a residential care environment to achieve ongoing certification by Accreditation Canada.

Bring your care services and servant leadership expertise to a leader in seniors living, in Abbotsford. Send your covering letter, philosophy of care, and résumé, in confidence, to Dan Levitt, [dlevitt@taborvillage.org](mailto:dlevitt@taborvillage.org) by September 21, 2018.

Tabor Village appreciates all applications to this position, only those candidates that are selected for an interview will be contacted. Thank you!