



## **MANAGER, SOCIAL WORK & THERAPEUTIC SERVICES**

### **JOB DESCRIPTION**

Yaletown House has an exciting opportunity for a new Manager Social Work & Therapeutic Service. If you are resident focused and have a passion for making a difference in seniors lives this position is perfect for you. Not only will you be able to provide counselling and social supports to the residents and their families you will be able to further enrich their lives by ensuring our therapeutic services meet their holistic needs.

Yaletown House is a non-profit long-term care home for seniors with complex care needs and is located in Vancouver, BC. We provide quality health care and services to 127 senior residents in a safe, supportive and home like environment.

### **JOB SUMMARY & KEY RESPONSIBILITIES**

Reporting to the Director, Resident Services (Director), and in accordance with the Mission, Vision and Values, policies and procedures and strategic directions of Yaletown House, the Manager Social Work & Therapeutic Services (Manager) key responsibilities are:

- plans, organizes, and evaluates resources, services and programs pertaining to social services, to enhance the psychosocial and general well-being of the residents.
- responsible for leading, motivating and supporting the administrative and operational activities of therapeutic services which includes recreation and therapeutic therapy contractors (music, art, horticultural and spiritual care).
- acts as the clinical resource to the interdisciplinary team regarding social work, recreation and therapeutic issues.
- works closely with the Director, Manager Clinical Practice, and interdisciplinary team and community partners and is responsible to arrange timely admissions, discharges and transfers to meet the provincial requirement and best practice standards.
- acts as the resident advocate through all phases to facilitate the expression of resident's choices, preference and wishes to enhance the care partnership.
- directs, coordinates and is responsible for the effective and efficient operations of the social work and therapeutic services.
- responsibilities also include budgetary and cost controls with purchasing, assists the Director in the procurement of departmental equipment; ensures departmental regulatory and licensing and professional standards are adhered to; and assists in developing, implementing and monitoring departmental policies and procedures and standard operating procedures.
- supports the Director with some human resource management of the departments such as: orientation, staff training, performance evaluations, and labour relations issues.
- responsible for the planning, development, implementation and evaluation of the continuing education programs for all care home staff on resident's rights, regulations and legislation as it pertains to social services and how to provide care and services within the context of a person centered care philosophy.
- assists the Director in ensuring departmental regulatory, licensing and professional standards are adhered to and assists in developing, implementing and monitoring departmental policies and procedures as they relate to social work and therapeutic services.

The Manager also helps to promote a safe and respectful working environment for residents, families, visitors and staff within her/his department.

The Manager is an integral member of the Leadership Team and will work with the Director and Leadership Team to meet the goals and objectives of the organization in support of Yaletown House's Strategic and Operating Plans as it relates to social work, recreation and therapeutic services.

## **QUALIFICATIONS:**

### **1. EDUCATION**

- Completion of a Bachelor's Degree in Social Work from an accredited university including or supplemented by course work in Gerontology.
- Current registration with the BC College of Social Workers
- Human Resource Management Certificate
- Leadership Training Certificate

### **2. EXPERIENCE**

- Minimum of Seven (7) years' recent, direct social work experience in a healthcare setting, preferably Long Term Care.
- Minimum of Seven (7) years' recent experience in geriatric social work, recreation and therapeutic services is required.
- Minimum of Seven (7) years in a supervisory/leadership role or an equivalent combination of education, training and experience.
- Minimum of Seven (7) years of human resource management and labour relation practices in a unionized environment.

### **3. SKILLS and ABILITIES**

- Demonstrated high standard and commitment to provide quality, person centered care and programs to seniors in long term care.
- Demonstrated working knowledge of social work services that support best practices in a health care environment, preferably Long Term Care.
- Demonstrated working knowledge of appropriate legislation and regulations, BCSCW standards of practice, provincial/national standards, as applied in a care setting.
- Demonstrated clinical assessment skills and ability to evaluate the delivery of social work services.
- Demonstrated sensitivity and a passion for meeting the needs of the elderly and an ability to interact with residents, families and members of the community.
- Demonstrated leadership, interpersonal and team building skills with a track record of building successful teams, promoting teamwork through motivating, coaching, and consensus-building, and applying innovative and effective people skills to maximize team performance in a multi-unionized environment.
- Demonstrated strong organizational and planning skills including the ability to effectively manage time, responsibilities, and multiple priorities and schedules to meet required deadlines.

- Demonstrated ability to plan, organize and manage short and long term plans and projects and deliver organizational focused results.
- Demonstrated ability and comfort with decision making responsibilities, coaching and teaching, and the ability to inspire and build confidence in others.
- Demonstrated ability to exercise good judgement and promote harmonious, open, honest and respectful working relationships with the leadership team and multi-unionized staff.
- Demonstrated ability to lead, direct, motivate and support direct report supervisors and employees to adapt to the changing needs of the organization.
- Demonstrated ability to take action and support in a crisis management environment.
- Demonstrated ability to work independently and as a member of a team.
- Demonstrated ability to anticipate and willingness to establish flex hours of work according to the assessment of facility requirements, in providing support twenty-four hours when required.
- Demonstrated ability to communicate effectively in English both verbally and in writing.
- Ability to operate related equipment including related software applications.
- Physical and mental ability to perform the duties of the position and cope with the job related stresses.

#### **COMPENSATION:**

- Compensation levels for this role are set by HEABC and PSEC guidelines. Currently \$39.29-\$55.00 per hour.
- Compensation increases are performance-based and differentiated in accordance with existing budgets and employee performance.
- Benefit package is extensive.
- Vacation starts at 20 days / year.
- Free underground parking available.

**Job Type:** Full-time, Permanent

#### **Benefits:**

- Casual dress
- Company pension
- Dental care
- Disability insurance
- Discounted or free food
- Extended health care
- Life insurance
- On-site parking
- Paid time off
- Vision care

**Work Location:** 1099 Cambie Street, Vancouver, V6B 5A8

To apply please submit resumes to Kate Proudfoot, Executive Assistant: [kproudfoot@yaletown.org](mailto:kproudfoot@yaletown.org)