



GENERATIONS  
CALGARY

Position Name: Resident Care Manager

Location: 120 Skyview Ranch Drive NE

Employee Status: Full Time – Temporary 1 year Contract

Reporting to: Executive Director

Date Available: December 8, 2024, until on or about January 15, 2026

Application Closing Date: Until a suitable candidate is found

Rate of Pay: To be commensurate with qualifications, training, and relevant experience.

Designed to improve quality of life, the Generations Calgary campus includes designated supportive living and long-term care spaces for seniors that promote mental, physical, social and spiritual well-being. We are committed to best in class care for our residents and are looking for individuals to join our family. If you would like to work at our state of the art, inter-generational campus, and are committed to serving our residents with care and compassion, we invite you to keep reading below.

#### Position Summary

Generations Calgary is currently looking for a dedicated, motivated, and passionate individual to join our team as a Resident Care Manager for a temporary 1 year contract.

#### JOB SUMMARY

Coordinates and supervises the nursing care team and provides guidance, direction and discipline as required to ensure the delivery of Resident-centred care based on Resident's individualized assessed needs and care plans. The Resident Care Manager demonstrates knowledge of leadership and gerontology best practices in accordance with the applicable provincial registering body, any provincial or local health services mandate and Generations Calgary policies and procedures. The Resident Care Manager will ensure a commitment to Resident safety and to our "culture of safety" as per Generations Calgary strategic directions.

#### TYPICAL DUTIES AND RESPONSIBILITIES:

- Recruits, orientates, leads, and supervises the nursing care team to ensure effective, consistent, and comprehensive Resident care planning and delivery based on Residents' choice and Generations Calgary policies and procedures.
- Ensures holistic, comprehensive assessments of the Residents and families are completed and ongoing (example MDS InterRAI) as the basis for individualized care planning and delivery, including evaluation of the Resident's responses for appropriateness and effectiveness of treatments and interventions, with care plan revisions completed as required.
- Provides leadership through a respectful, collaborative approach to monitor, supervise and direct the care team in care provision. Provides new nursing care employee orientation and routing performance appraisals. Offers nursing staff monthly and mandatory education, mentoring, and monitors employee performance which may lead to discipline as required up to and including termination
- Acts as a role model by demonstrating leadership, professionalism, empathy, trust, and respect in all interpersonal relationships, and recognizes personal impact on team dynamics.
- Establishes and maintains therapeutic relationships with Residents and families, employees, volunteers, and others through effective interpersonal and interviewing techniques.
- Supports nursing staff in advocating for Resident choice and autonomy in decision-making and care planning. Offers ongoing education and advocacy to the Residents and families and nursing staff.
- Ensures applicable staffing levels. Monitors nursing team collaboration and processes to ensure quality Resident-centred care and addresses issues as required.
- In collaboration with the Executive Director, the Resident Care Manager leads the Generations Calgary quality improvement/performance measurement initiatives and processes including follow-



up with summary and action plan implementation to meet or exceed best practice and Accreditation Standards.

- Focuses on quality of care and safety assurance and improvement by taking a leadership role in Generations Calgary committees (e.g., Nurse Practice Council, Pharmacy and Therapeutics)
- Ensures all documentation of assessments, records of observation, care provision, and Resident responses are according to professional standards and Generations Calgary policies and procedures.
- Leads the nursing care team in:
  - Planning, organizing, and establishing priorities,
  - Using resources effectively and efficiently,
  - Responding to unanticipated events and changing Resident needs,
  - Reassigning clinical/health related tasks as necessary,
  - Ensuring nursing staff are aware of assignments.
- Leads the nursing care team in focusing on safety by exhibiting:
  - Accident prevention and reporting unsafe work conditions,
  - Knowledge of emergency procedures and regulations,
  - The use of resources and equipment safely and appropriately,
  - Effective infection prevention and control knowledge,
  - Commitment to Resident safety and to our “culture of safety” as per the Park Place Strategic Directions and Home goals.
- Presents and/or attends in-service and other educational programs as required to maintain current clinical competence and knowledge.
- Performs other related duties as assigned.

#### HEALTH AND SAFETY RESPONSIBILITIES:

- Responsible to read, understand and comply with Generations Calgary and provincially mandated Occupational Health and Safety policies and safe work practices and ensures mandated employee access to website or manuals.
- Responsible to educate employees annually on “Violence in the Workplace” and “Bullying and Harrassment” in the workplace.
- Demonstrates leadership through Involvement in all aspects of the Health and Safety Program including:
  - Promotes, instructs, and monitors safe work procedures
  - Promotes health and safety policy and awareness
  - Implements effective safety suggestions
  - Ensures annual “Worker Survey on Violence & Aggression in the Workplace” is completed by employees
  - Reviews and posts OH&S minutes and ensure all “Actions” are completed
- Responsible to take every reasonable precaution to protect the safety of Residents, self, other employees, and the public.
- Reports any near miss, injury, and accident or equipment damage to supervisor immediately and completes required reports.
- Corrects and/or reports unsafe conditions.
- Leads by example

#### QUALIFICATIONS:

- Baccalaureate of Nursing with post basic course in Gerontology or three (3) years recent related experience or an equivalent combination of education, training, and experience.



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- Current practicing registration with the applicable provincial registering body.

#### SKILLS AND ABILITIES:

- Communicates fluently in English both verbally and in writing.
- Leadership: Demonstrates emotional maturity and ability to motivate employees to meet Park Place and Home goals and Residents' rights and wishes.
- Problem Solving: Applies problem solving process demonstrating critical thinking and decision-making skills with systems analysis.
- Clinical Problem Solving: Ability to problem-solve clinical issues through knowledge and experience in gerontological, evidence-based practice and demonstrates ability to share job-related information collegially.
- Teamwork and Collaboration: Demonstrates ability to work together with others toward shared goals and desired outcomes.
- Professionalism: Demonstrates ability to effectively establish professional working relationships with Residents, families, physicians, as well as both professional and non-professional members of the Care Team aiming for excellence in Residents' care.
- Change Management: Demonstrates ability to effectively introduce and manage purposeful change that is consistent with Park Place vision, mission, and strategic directions.
- Communication: Demonstrates ability to communicate effectively with Residents, families, the public, medical staff, and other members of the interdisciplinary team. Ability to intervene effectively to resolve conflict and manage stress and work pressure.
- Results Oriented: Ability to apply continuous quality improvement tools and processes within a dynamic environment, leading to improved care and service delivery.
- Equipment: Demonstrates applicable computer skills and knowledge of nursing-related care equipment utilization and management.

As employees in a healthcare setting are at a higher risk of exposure, it is recommended that the successful applicant for this position has received up to date influenza and COVID-19 vaccinations and any required booster vaccinations, to aide in the decrease of transmission to vulnerable persons. Generations Calgary recognizes that the health and safety of our employees and residents is our priority.

NOTE: In an effort to further protect our residents as well as other employees and volunteers, Generations Calgary requires all new employees to produce a clear Vulnerable Sector Search within 6 months prior to starting work.