



Job Posting: Care Manager

Position Status: 1 - Permanent Full-Time
Shifts: 75 hours biweekly, schedule to be determined
Reports to: Executive Director, or designate

The Care Manager is pivotal in establishing a culture where the philosophies of compassionate hospice palliative care are felt by each resident and their family. As a member of the Hospice Leadership Team and reporting to the Executive Director, the Care Manager is responsible for ensuring the provision of excellent care and support to residents of Hospice and their caregivers. Leading a care team comprised of RNs, RPNs and PSWs, the Care Manager fosters a shared commitment to excellence in professional practice and the day-to-day clinical operations of the Hospice. This position is accountable for coordinating a high-quality clinical care service that complies with relevant government legislations, policies, and standards, and reflects Hospice's relationship centered approach, vision and strategic direction.

The Care Manager will promote and deliver excellent patient care with effective management and leadership of high performing teams to develop a culture of safety, excellence and participatory care as evidenced by meeting or exceeding operational and quality metrics. The Care Manager will also work collaboratively with community service providers, Hospice Navigator & Palliative Care Educators and the Hospice Navigator Team Lead and Palliative Care Clinical Coach to ensure smooth transitions in care and contributions to interdisciplinary practice. Chatham-Kent Hospice is a signatory partner of the Chatham-Kent Ontario Health Team and the Care Manager will participate in the evolution of the integration of Chatham-Kent Hospice within the local health team.

REPORTING AND WORK RELATIONSHIPS

- Reports to the Executive Director, or designate.
- Collaborates with all Leadership Team members, physicians, Medical Director, employees, community partners and service providers
- Directly supervises clinical care employees

ABOUT OUR HOSPICE

Hospice Palliative Care is a philosophy of care which focuses on comfort, quality of life, and supporting the precious moments families will share with their loved ones during their final days together. The Chatham-Kent Hospice is a charitable organization that operates a 10-bed residential facility that serves people with life-threatening illnesses and those they call family and friends. In collaboration and consultation with physicians, a multi-disciplinary care team, and volunteers, we support our residents to live each day with dignity and honour by providing compassionate, end-of-life care in a home-like setting.

To learn more about our Residential Hospice and Supportive Care Programs, visit:
<https://www.chathamkenthospice.com>

Hospice offers a competitive wage and many benefits including free parking, free employee benefits, HOOPP pension plan and professional development opportunities.

ABOUT OUR COMMUNITY

Located in southwestern Ontario, Chatham-Kent is a safe, affordable and beautiful place to live. The region offers a variety of competitively priced lifestyle options, from downtown living to lakeside escapes. With access to both rural lifestyle and urban amenities, it is a great place to call home. For outdoor enthusiasts, parks, beaches and lakes are close by. There's a thriving arts, culture and entertainment scene. Easy commutes paired with health care, educational and retail services make our community ideal for people at all career stages.

<https://www.chatham-kent.ca/livingck/livinginck/Pages/default.aspx>

KEY RESPONSIBILITIES

Clinical / Resident Care

- Coordinates the admissions process with the Navigator & Palliative Care Educators for each resident which includes:
 - Ensuring that intake process, initial assessment and care plan addressing all relevant domains is completed and documented for each resident admitted to the hospice.
 - Aligning admissions with staffing capacity and operational readiness.
 - Collaborating with external partners to support smooth transitions into care.
 - Assisting in discharge planning for clients as appropriate.
- Ensures care is safe, consistent, and delivered in a person- and family-centred manner.
- Demonstrates expertise with pain and symptom assessment and management in palliative care.
- Ensures that resident and family needs and wishes are identified and addressed through ongoing assessment and individualized care planning.
- Creates opportunities for resident participation in decisions that affect the residents' rights and assist employees in encouraging the resident's participation in the decision-making process.
- Participates in clinical rounds and supports complex care planning and family discussions.

Staffing, Coverage & Scheduling

- Oversees residential hospice staffing models, ensuring 24/7 clinical staffing coverage aligned with resident needs.
- Manages staff schedules, including vacation, sick time, and overtime approvals in accordance with the collective agreement.
- Assists the Human Resources Manager with recruiting, hiring, and onboarding of clinical team members.
- Leads employee personnel activities including coaching and managing clinical employee performance, building and sustaining a high-performing, collaborative interdisciplinary team.
- Maintains two-way communication with employees and other managers, and supports the team as ambassadors of Chatham-Kent Hospice through regular departmental meetings and debriefs.
- Provides support and coverage for employee breaks as required.
- Provides coverage for a clinical shift when all efforts to fill a shift have been exhausted.
- Participates in the administrative on-call rotation.

Quality Assurance and Risk Management

- Monitors medication reconciliation, administration and control, and safekeeping of medications (including narcotics), acting on medication errors and incident reports as required.
- Ensures feedback is obtained regarding service delivery directly from residents and families while service is being provided and/or after service has concluded.
- Tracks relevant data with respect to residential hospice service delivery.
- Develops, implements, and updates clinical processes, procedures and supporting documents ensuring the compliance of clinical care with established best practice guidelines, accreditation and regulatory body standards.

- Oversees complaints raised to frontline employees acting as a clinical resource to employees, supporting decision-making in complex or escalating situations.
- Ensures timely access to appropriate supplies, medications, medical equipment, and devices.
- Directs, monitors and audits the maintenance of health care records to ensure compliance with applicable regulations and the quality of care for residents.
- Ensures policies, procedures, protocols, and training are in line with hospice palliative care accreditation standards.
- Contributes to the CKH Leadership Team and successful implementation of the Hospice's strategic plan by establishing priorities, setting goals, implementing initiatives and monitoring progress.
- Participates in the strategic, operational, and budget planning processes.
- Manages the financial impact of staffing, supplies and maintenance of equipment and program operations.

Leadership

- Partners with the Medical Director and physicians to support clinical standards, program development, and quality improvement.
- Ensures positive working relationships through interdisciplinary consultation with external care partners and ongoing communication with Ontario Health @ Home, Hospital and contracted service providers.
- Participates on internal and external committees, community events, and public speaking opportunities such as the Quality Committee.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; and participating in professional societies.
- Participates in organizing and/or delivering educational content to new employees and volunteers.
- Promotes evidence-based practice and knowledge exchange.
- Identifies staff learning needs and supports ongoing clinical education.
- Promotes student teaching opportunities by working with local education/training programs; and developing and providing in-house and community education opportunities.
- Understands and promotes the culture of philanthropy at Hospice and serve as a philanthropic ambassador within the organization and in the community.

Health and Safety

- Ensures that direct reports are aware of and adhere to all current and relevant legislation such as Occupational Health and Safety, Accessibility for Ontarians with Disabilities Act, and any others relevant to Chatham-Kent Hospice operations.
- Participates in Joint Health & Safety processes and promotes a safe care environment.
- Leads the implementation and ongoing management of Infection Prevention and Control (IPAC) practices across the residence.
- Develops and maintains IPAC policies and outbreak management protocols.

QUALIFICATIONS & COMPETENCIES

Necessary:

- Registered Nurse (RN) in good standing with the College of Nurses of Ontario.
- Fundamentals of Hospice Palliative Care completed within 6 months of hire and CAPCE Certificate initiated or completed within 1 year of hire, based on availability. LEAP considered an asset.
- Certified in Hospice Palliative Care Nursing (Canada) (CHPCN) or willingness to pursue CHPCN(C) certification with the Canadian Nurses Association within 5 years of hiring, based on availability.

- Minimum 3 years of supervisory level experience in a hospice or palliative care setting, preferably in a unionized environment.
- Excellent knowledge of pain and symptom management as it relates to hospice palliative care.
- Positive, person-centred approach and a demonstrated ability to support residents and their family and friends with empathy, while respecting their confidentiality and privacy and communicating in a courteous and respectful manner.
- Excellent assessment, care planning, and communication skills.
- Excellent leadership, organizational, critical thinking, and time management skills.
- Excellent computer skills including use of electronic medical records and scheduling software.
- Consultative team-based management style, strong problem-solving and conflict resolution skills.
- Ability to write effective policies, guidelines and protocols and ensuring compliance with standards.
- Passionate commitment to excellence and ability to utilize and support team based continuous quality improvement techniques.
- Commitment to teamwork and ability to collaborate effectively with all team members including employees, physicians and volunteers.
- Thorough understanding of Hospice Palliative Care Ontario standards
- Bilingual (English/French) is considered an asset.

REQUIREMENTS

- Access to reliable vehicle for travel within Chatham-Kent. Valid driver's license and automobile insurance.
- Vulnerable Sector Police Background Check
- Health Screening Requirements:
 - Two-step Tuberculin Skin Test (TST)
 - Up-to-date Tetanus immunization

COMPENSATION PACKAGE

Based on qualifications and years of experience as outlined within the job description:

- Salary Range: \$105,000 – \$115,000
- Vacation: 4 weeks
- Pension: Healthcare of Ontario Pension Plan (HOOPP)
- Benefits: Comprehensive benefit plan includes prescription drug coverage, vision care, health care, dental care, and life insurance/accidental death and dismemberment
- Professional Development Opportunities

HOW TO APPLY

Chatham-Kent Hospice welcomes all members of the community, regardless of race, national origin, colour, political affiliation, religion, age, sexual orientation, gender identity or expression, family status, marital status (including single status), economic circumstance or disability. This is to be reflected in the individuals we care for as well as in our recruitment strategies for both staff and volunteers to ensure that we reflect the diversity of the Chatham-Kent Community.

Chatham-Kent Hospice is an inclusive employer dedicated to building a diverse workforce. We welcome and encourage applications from all qualified candidates, who embrace our core values, and will accommodate applicants' needs throughout all stages of the selection process. All information received relating to accommodation will be addressed confidentially.

Please send your cover letter and resume in PDF format indicating which position you are applying to as well as any questions or accessibility support requests to Jocelyn Watson, Human Resources Manager at hr@chathamkenthospice.com by July 27, 2026 at 4:00 p.m.

We thank all applicants for their interest, however, only those selected for an interview will be contacted.