



Job title: Clinical Manager (Registered Nurse)
Location: Recuperative Care Unit, Niagara Falls
Reports to: Executive Director
Wage range: \$79,242.80 - \$97,480.80 + 22.5% in lieu of benefits and MERC
Status: Full time (35 hours/week), Temporary (up to March 31, 2028 with potential of renewal)
Hours of Work: Monday - Friday (7:30 a.m. - 3:30 p.m.)

Summary

Regional Essential Access to Connected Healthcare (REACH) Niagara is a dynamic nonprofit, charitable organization dedicated to providing life-saving street healthcare to individuals experiencing homelessness across the Niagara Region. Rooted in equity and access, REACH Niagara removes barriers to care by delivering compassionate, community-centred health services to those who need it most.

Reporting to the Executive Director, the Clinical Manager is a highly skilled Registered Nurse who provides leadership and oversight to a team of nurses. This role includes providing oversight and clinical direction to the recuperative care unit which includes supporting appropriate admissions, assessment of client's needs, organizing a suitable plan of care, coordinating care activities, and monitoring compliance to the care plan. Finally, this professional has a clear understanding of social and medical complexities of the unhoused population with a strong knowledge of harm reduction principles.

Accountabilities and Responsibilities

Duties and responsibilities include, but are not limited to:

Program Management:

- Provides supervision to a team of Registered Practical Nurses
- Provides clinical direction of the recuperative care unit (10 bed step-down care unit for patients who are unhoused and are recently discharged from hospital but require ongoing step-down care needs), this includes but not limited to: unit admissions, care planning in collaboration with an interdisciplinary team, and effective discharging planning.
- Oversees the development and implementation of program policies, procedures, and protocols.
- In collaboration with the Client Coordinators, oversee program supply ordering and maintenance of medical supplies and equipment.

- Responsible for the training and education of direct reports to meet the evolving program needs.
- Leads daily rounds amongst the care team to facilitate communication of the plan of care and to identify emerging needs.
- In collaboration with the Executive Director, assist with maintenance of required program indicators.
- Collaborates with Ontario Health at Home and Niagara Health System to facilitate effective transitions in care and on-going service provision.

Assessment and Implementation:

- Provides comprehensive primary care including assessment, counselling, screening, health teaching, treatment, triaging, and follow-up in accordance with the College of Nurses of Ontario's (CNO) standards of practice.
- Collaborates with the on-site physician as part of care plan and/or when activity is outside of scope of practice.
- Arranges for care and coordinates the efforts of the other service providers ensuring good communication between members of the client care team.
- Facilitates access to care and treatment to maintain 24/7 care.
- Monitors health status of clients and takes appropriate action to meet changing needs.
- Monitors compliance with the plan of care and ensures that the clients' wishes are understood and respected.
- Liaises between community agencies and services on behalf of clients.

Medication Administration and Management:

- Oversee the medication administration policy to facilitate provision of oral, subcutaneous, intramuscular, topical, and intravenous medications.
- Under medical directive, oversee IV medication infusions
- In collaboration with the pharmacy, perform medication reconciliation and patient teaching
- Prescribe certain medications (once certified via CNO) under organizational policy to improve access to care.
- Participate in the STOP program in supporting clients in accessing smoking cessation education and products.

Intravenous Therapy:

- May support the insertion of peripheral IVs under medical directives
- Maintenance and monitoring of IV sites
- Oversee staff to support the hanging and changing of IV fluids
- Under physician order, supports the administration of IV medications and antibiotics
- Under physician order, discontinuing IVs when no longer required

Procedures and Treatments:

- Support wound care and dressing changes
- Under the medical directive, perform catheter insertion and care
- Perform blood draws (when required) following protocol

- Oversee specimen collection (blood, urine, swabs)

Overall:

- Maintains timely documentation standards using Telus PS Suites.
- Advocates for individual client's needs to ensure access to effective care, follow-up and resources from both an individual and systemic level.
- Collaborates with all team members in a respectful and professional manner, this includes clinical consultation with Medical Directors.
- Works from a health equity framework to improve health outcomes for individual clients and/or for the development of community health and well-being, and to reduce health inequities.
- Develops and maintains strong ties to other professionals and community members.
- Engages in evidence-based practice and ongoing learning.
- Maintains professional competencies and CNO requirements
- Participates and co-leads quality improvement initiatives to advance the work of REACH.
- Operates within established policies and procedures.
- Participates in team and organizational meetings, committees, special events, etc.
- Understands and works within the Occupational Health and Safety Act (OHSA), Personal Health Information Protection Act (PHIPA), Accessibility for Ontarians with Disabilities Act (AODA), the Ontario Human Rights Code and other relevant legislation.
- Demonstrates a commitment to a healthy and safe workplace for self and others (staff, clients, families, etc.) by taking all reasonable precautions and working in compliance with REACH-related policies, health and safety legislation and best practices.
- Work in a manner that demonstrates commitment to REACH's mission, vision, and values.
- Contributes to the REACH's strategic goals and objectives and values the equality and diversity of the client community.
- Other duties as required.

Qualifications

Education and Work Experience Requirements:

- Bachelor of Nursing from a recognized university
- Current registration and in good standing with the College of Nurses of Ontario (CNO).
- A minimum of 3 years of experience practicing in a clinical setting, with preference for experience in street/outreach nursing.
- A minimum of 3 years of experience in providing care to socially and medically complex individuals.
- Advanced wound care certification or a general desire to work towards this. Note: The organization will be able to contribute to this.
- Certification in RN Prescribing under the CNO (preferred, not required)

- Demonstrated experience in collaboration and working within an interdisciplinary team.
- Demonstrated experience and highly proficient in Electronic Medical Records.

Knowledge, Skills and Abilities:

- Ability to practice utilizing a client-centered approach with a strong understanding of the impact of the social determinants of health on patient care management.
- Able to operate independently with a strong understanding and comfort of scope of practice.
- Superior communications skills that include interpersonal relationships, conflict management, written and verbal skills, as well as computer literacy.
- Highly motivated, flexible and well organized.
- Excellent time management skills with the demonstrated ability to effectively set priorities and complete required tasks.
- Ability to effectively identify problems and collaborate with others towards a solution.
- Must be able to work in an evolving environment, while maintaining a positive attitude and providing exemplary client-centered care.
- Thorough knowledge and experience of harm reduction, trauma-informed approaches, addictions, and mental health.
- Ability to carry out duties independently while maintaining accountability

Conditions of Employment

- Understands and works within the Occupational Health and Safety ACT (OHSA) and Personal Health Information Protection Act (PHIPA)
- Demonstrates a commitment of a health and safety environment for self and others by taking all reasonable precautions and working in compliance with REACH's related policies and best practices.
- At point of hire, provide proof of education, registration of respective regulated College, satisfactory Police Clearance Certificate, and a valid driver's license

Working Conditions

- This position will require prolonged periods of standing.