



Job Posting CLINICAL SUPPORT LEAD RN

Position Title:	Clinical Support Lead (RN)
Reports to:	Manager of Residence
Department:	Hospice Residence/Administration
Location:	Hospice Peterborough 325 London Street Peterborough, ON
Start Date:	July 2, 2025
End Date:	August 22, 2026
Salary rate:	\$41.60 hourly
Salary range:	\$41.60 - \$48.23 hourly
Type of employment:	Part time, One year contract
Work hours:	17.5 hours weekly, with additional on-call responsibilities
EHB:	Extended Health benefits available
Pension:	HOOPP pension plan
Posting date:	May 6, 2025
Closing date:	May 20, 2025, by 4:00pm

Job Purpose/Summary:

The Clinical Lead (RN) is an experienced Registered Nurse with a history of working in palliative care who provides expert hospice leadership, education, and support to the entire hospice team (both Residence and Community teams).

Hospice Peterborough is a collaborative working environment, and the Clinical Lead (RN) will support the Manager of the Residence looking after the day-to-day operations of the Hospice residence. The Clinical Lead will also work collaboratively with community service providers involved in hospice palliative care to ensure smooth transitions in care and contributions to interdisciplinary practice and will follow Hospice Peterborough's mission, vision, philosophy of care/guiding principles, policies and procedures.

Primary Duties and Responsibilities:

Clinical, Client and Family Care

- Support the Manager of Residence in maintaining the admission wait list and determining clients' eligibility for admission and when needed support discharge planning for clients whose health improves after admission to Hospice.
- Support the client intake team by fulfilling the intake role for Residence clients as needed.
- Support nursing staff with medication reconciliation, administration and control and safekeeping of medications (including narcotics) as needed.



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- Track and respond to medication errors.
- Support the Manager of Residence in monitoring best practice in clinical care including but not limited to palliative pain and symptom management, falls prevention and wound management.
- Support the Manager of Residence in managing any complaints that cannot be resolved by frontline staff.
- Be available for clinical consultation.
- Participate and lead internal and external committees as needed.
- Fulfill the palliative navigator role as needed during high demand periods.
- Coordinate MAiD process between clients at the process implementing community partners.
- Fill at least one RN shift/month at the Residence.

Human Resources and Volunteers

- Support the Manager of Residence in staff recruitment, hiring, and supervision as needed.
- Lead Residence staff orientation.
- Support the Residence Managers with approving staff schedules in the Organization's payroll system as needed.
- Coordinate the scheduling process of the Residence staff including replacing staff call-ins on days in office with the help of the HR coordinator (note that nursing staff is self-scheduling)
- Manage situational conflict as necessary.
- Support the Manager of Residence in collaborating with the Volunteer Program staff to support volunteers in the Residence.
- Coordinate staff education and situational debriefing.
- Track night shift checklist completion for the Residence staff.

Quality Improvement/Evaluation/Accountability and Risk Management

- Support the Manager of Residence in the development and implementation of quality improvement and evaluation activities related to the Residence- ensuring client and family input.
- Support the Manager of Residence in ensuring that organizational policies and practices related to the Residence are in compliance with the Regulated Health Professions Act, Hospice Palliative Care Ontario (HPCO) accreditation standards and evidence-based practices - encompassing but not limited to medication safety, falls prevention and staff and client safety.
- Ensure policies, procedures and protocols for the collection, access, transfer and storage of client health information are followed; maintain the confidentiality and privacy of health information for all clients.
- Lead the Residence program's accreditation process.

Program Development and Maintenance of Programs

- Support the Manager of Residence with policy, procedure and protocol review.



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- Support the vision of Hospice Peterborough as a hub of excellence (e.g. through participation in hospice palliative care sector initiatives as needed).
- Support the Manager of Residence with program reports as needed using established templates.
- On board new physicians with education on Hospice policies and systems such as the electronic medical record.
- Support the Manager of Residence with documentation of palliative and MAiD physicians.

Health & Safety

- Support the Manager of Residence maintaining appropriate infection control standards including laundry and housekeeping.
- In partnership with the Health and Safety Committee, demonstrate the importance of health and safety in the workplace through daily monitoring of the environment and with respect to workplace injuries.

Clinical on-call and vacation/leave coverage

- Fulfill clinical on-call responsibilities along with other RNs and the Manager of Residence as needed.
- Support the manager of Residence ensuring that the clinical on-call schedule is filled.
- Provide scheduled vacation/leave coverage for Manager of Hospice Residence as needed.

Organizational Responsibilities:

Supports the team-based culture of Hospice where everyone steps up to support residents, families and the operation of the Hospice Residence including participating in:

- Initiatives to support and improve hospice care in our organization and in the sector. Including but not limited to health and safety, risk management, evaluation and quality assurance.
- Health and safety training, including WHIMIS, and apply this knowledge in the workplace.
- Fulfill after-hours' on-call responsibilities for additional compensation (with other staff members).
- Collaboration with volunteers in the workplace.
- Represent Hospice Peterborough in internal and external Committees as needed.
- Completion of administrative tasks and reports as needed.
- Participate with the Manager of Residence in annual performance appraisal.
- Fulfillment of all responsibilities in accordance with the by-laws, policies and procedures and standards of Hospice Peterborough.
- Accept other duties as required.

Key Competencies:

- **Competence:** Demonstrates and maintains competence and standards of care in relation to knowledge (both a broad base knowledge and a depth of knowledge in palliative care), critical



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thinking and technical skills and strive to improve the quality of his/her dimension of practice as per the CNO reflective practice.

- **Attributes of professional nursing practice:** Works in partnership with other nurses and health care professionals in providing holistic client-centered care, being highly organized in managing activities and time, have the ability to adapt, respond and manage many complex tasks simultaneously, working autonomously as appropriate and having an open mind and nonjudgmental manner. Shows concern and empathy in a supportive manner in both written and verbal communication to colleagues, clients and families.
- **Ethics:** Understands, upholds and promotes the ethical standards of the profession. Is caring and ethical in interactions with clients, families and colleagues. Supports an inclusive environment that is culturally sensitive and assuring that privacy and confidentiality and dignity are maintained.
- **Accountability:** Takes ownership of personal workload, as well as the workload of employees under his/her direction.
- **Attention to Detail:** Attends to details and pursues quality in the accomplishment of tasks.
- **Communication:** Expresses and transmits information with consistency, clarity and in a timely manner.
- **Compassionate:** Shows concern and empathy in a supportive manner to colleagues and clients.
- **Problem Solving:** Able to break down a situation into smaller pieces to identify key issues and figure out cause and effect relationships in order to solve. Use logic and analytical methods to come to realistic solutions.
- **Time Management:** Demonstrated effective time management, planning and organization of work activities.
- **Personal commitment:** Has confidence in one's abilities, and takes responsibility for one's actions, including having a sound understanding of the boundaries and limitations of nursing practice. Works in compliance with all applicable health and safety legislation and established policies and procedures. Participates in the development of Hospice Palliative Care policies and procedures and preparation for Accreditation.

Hospice Palliative Care Specific Competencies

- Facilitates empathic and responsive relationships between those experiencing life-limiting conditions and their care teams.
- Demonstrates leadership that encourages colleagues to foster a caring environment that supports all staff working in sensitive situations.
- Applies a dignity conserving approach to care when providing support.
- Practices person-centered palliative care that incorporates the unique contributions of the family and caregivers
- Identifies and addresses beliefs and attitudes of society and health professionals towards palliative care that undermine access to high quality palliative care



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- Addresses misperceptions that the person, their family, their caregiver(s), and colleagues have about palliative care.

Qualifications:

- Registered Nurse in good standing with the College of Nurses Ontario with the requisite practice insurance.
- BScN or RN diploma with demonstrated commitment to continuous learning.
- Management experience in a relevant health care setting is an asset
- Completed palliative education or commitment to complete it within 3 years. For example, CNA certification in Hospice Palliative Care, CAPCE, Fundamentals of Palliative Care, LEAP or equivalent educational courses in another jurisdiction.
- 3-5 years demonstrated experience providing hospice palliative care in community, hospital or appropriate long term care setting.
- Evidence of a demonstrated a client centered approach to care and ability to work with families.
- Evidence of current CPR certification. (It is the responsibility of the RN to maintain their own CPR certification during their employment with Hospice Peterborough)
- Skills in client assessment, planning, communicating with physicians, nurse practitioners and other health professionals.
- Strong computer skills (Word, Excel, Outlook, databases and effective internet research).
- Demonstrated knowledge of infection control, good body mechanics and safe use of client lift and transfer in the provision of care.
- Ability to communicate professionally and compassionately with clients and families as well as health care providers.
- Demonstrated expertise with pain and symptom assessment and management.
- Experience leading and collaborating with unregulated health providers and volunteers in a team environment.
- Current and original copy of a satisfactory Criminal Records Check, Vulnerable Sector Search and Child Abuse Registry Check.

Working Conditions:

- Fast-paced, highly detailed environment.
- Ability to work a variety of 12 hour or 8 hour shifts including nights.
- Work continuously with an interdisciplinary team, clients and families and the general public.
- Physical ability and stamina to provide personal and clinical care to clients throughout a 12 hour shift.
- Ability to carry using appropriate lifting techniques.
- Ability to: grip, walk, sit, stand, reach, stoop, kneel, crouch, push or pull, climb stairs, regularly lift and or move up to 25lbs.; use fine hand movements.



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NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as assigned to meet the ongoing needs of the organization.

Applications (cover letter and resume) must be e-mailed, mailed or hand-delivered, and received by May 20, 2025, by 4pm. (Applications will ONLY be accepted if they are complete and received as directed.)

Please address your application to:
Rochelle Bowers
Hospice Peterborough,
325 London Street
Peterborough, ON K9H 2Z5
employment@hospicepeterborough.org

Questions can be directed to Erin O'Brien at eobrien@hospicepeterborough.org or 705-742-4042 x 250. Thank you for your interest. Please note that only those selected for an interview will be contacted.

All employees at Hospice Peterborough are eligible to join the HOOPP pension plan.

Hospice Peterborough is an organization that strives to embrace the spirit of inclusion, diversity, equity, and accessibility. We are an equal opportunity employer committed to building an inclusive and barrier-free environment in which all individuals have access in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA).

Accommodation will be provided in all parts of the hiring process as required under relevant policies of Hospice Peterborough. Applicants will need to make their needs known in advance.