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| **Manager of Shift Operations**

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| **Competition #**  | 210572 | **Location:**  | Bayview |
| **Classification:**  | Permanent Full Time  | **Department:** | Patient Flow |
| **Salary:**  | $43.580 - $55.674/hr. | **Union:**  | Non-union |
| **Hours of Work:**  | 12 Hour Days, Evenings and Nights including weekends as requiredStatutory Holidays as required  |

Summary of DutiesReporting to the Manager of Patient Flow, the incumbent will provide administrative and clinical leadership, with special attention to issues of high risk, after hours in the absence of on-site management by:1. Demonstrating excellence in critical thinking and applying safe strategy to problem solving
2. Responsible to respond to all CODES and critical incidents
3. Supporting and empowering staff to negotiate resolutions to patient, family and health care team concerns
4. Conduct in person unit rounds
5. Collaborate with Scheduling Offices to engage in discussions and decision making related to staffing across the organization.
6. Ensure issues related to OHS, Risk and IP&C are addressed, including notifying/following up with team leads Patient Care Managers, where required
7. Collaborating with the Patient Flow Specialists to optimize organizational flow, prevent bottlenecks by initiating remedial interventions.
8. Ability to connect with external organizations to assist in the escalation of Repatriations
9. Participate and attend all Manager of Shift Operations department meetings
10. Participate/Lead emergency code responses and debriefing with staff (where applicable)
11. Assume the role of Incident Commander where the Hospital Emergency Operations Centre is activated, and invoke critical incident response plans until relieved by the Administrator or Executive on-call.
12. Offering direction and support to after-hours on-site and on-call supervisory staff
13. Participate in key meetings (e.g. PCM) and committees where appropriate.
14. Communicate and collaborate with Admin. On Call- significant Codes (Yellow, White Orange), patient/family concerns, occupancy and capacity when necessary

Qualifications/Skills1. Current Ontario College of Nurses Registration
2. BScN with 3-5 years current nursing experience
3. Management experience is preferred
4. Current B.C.L.S
5. Working knowledge of computers (i.e. MS Word, Outlook, etc.)
6. Knowledge in SB applications (i.e. Bed Management System, Quadramed, SunnyCare)
7. Patience, flexibility, and exceptional interpersonal skills
8. Proven organizational skills, conflict resolution and communication skills
9. Demonstrates strong critical thinking ability to make decisions and be able to articulate rationale for decisions
10. Ability to work effectively and demonstrates composure under pressure/ stressful conditions and to meet multiple and competing priorities
11. Demonstrated commitment to Patient-Centred Care philosophy
12. Demonstrates ability to work in a team based environment and collaborates with others in assisting with the delivery of care to patients
13. Has foundational knowledge of applicable legislation affecting Human Resources (i.e. Human Rights, Employment Standards Act, Occupational Health & Safety Act)

**Date Posted:** **Last Day for Application:** * The location and/or details in the job posting may change depending on operational needs.
* Qualified Applicants must submit both an Internal Application/Transfer Form and current Résumé to the Human Resources Department at their campus. Qualifications, skills and demonstrated satisfactory attendance and performance are considered as part of the selection process.
* Sunnybrook is committed to providing accessible employment practices that are in compliance with the Accessibility for Ontarians with Disabilities Act (‘AODA’). If you require accommodation for disability during any stage of the recruitment process, please indicate this on your Internal Application/Transfer Form.

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