

Position Title: Team Leader, Care Services

Employee Name:

Site Location:

Employee Number:

Cost Centre:

My Position Profile is up to date: Yes No Other Explain

Personal Development Plan

Employee Comments

Supervisor Comments

Employee signature*

DATE:

***My signature indicates only that I have read this Personal Engagement and Development Plan and that I have received a copy**

Manager Signature

DATE:

**Human Resource
Use Only**

Position: Team Leader, Care Services

Site: Cost Centre

Position Outcome	Standards	Achieved	Comments
Build and maintain an effective team <ul style="list-style-type: none"> • participate in selection of team members • initiate interventions for absenteeism • conflict resolution • orient new Team members • ensure Team functioning • act as a role model • lead/participate in team building activities 	<ul style="list-style-type: none"> • effective assignments to ensure resident needs are satisfied • schedule/conduct reg team meet'gs • all new team members oriented to unit on day 3 	<input type="radio"/> Rarely <input type="radio"/> Not Often <input type="radio"/> Often <input type="radio"/> Very Often <input type="radio"/> Always <input type="radio"/> Not Applicable	

Continuous learning and professional self development <ul style="list-style-type: none"> • maintain expertise • participate in ongoing development • maintain professional registration as appropriate • solicit feedback from others • demonstrate skill and initiative in developing additional leadership skills 	<ul style="list-style-type: none"> • development action plan completed • identified learning/upgraded needs completed/attended 	<input type="radio"/> Rarely <input type="radio"/> Not Often <input type="radio"/> Often <input type="radio"/> Very Often <input type="radio"/> Always <input type="radio"/> Not Applicable	
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1. LEGEND: Rarely: demonstrated on one or no occasions
 Often: demonstrated on several occasions
 Almost Always: demonstrated all occasions; behavior is routine

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 Very Often: demonstrated most occasions with a few exceptions
 Not Applicable: not demonstrated

<p>Continuous, innovative improvement of current services to improve customer satisfaction/outcomes</p> <ul style="list-style-type: none"> • process improvements • improvement of client outcomes • identification of service improvements • solicit feedback from others • encourage residents' independence • participate in the decision making for effective use of resources 	<ul style="list-style-type: none"> • input for resource allocations to Program Leader • follow up completed on customer concerns • evidence of improvement initiatives 	<ul style="list-style-type: none"> <input type="radio"/> Rarely <input type="radio"/> Not Often <input type="radio"/> Often <input type="radio"/> Very Often <input type="radio"/> Always <input type="radio"/> Not Applicable 	
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<p>Contribute to the development and implementation of resident care plans</p> <ul style="list-style-type: none"> • ongoing assessment of status • measure intervention effectiveness • compare to desired outcomes • revise plan in collaboration with Team and in accordance with changes in resident status • advocate for resident in clinical investigation 	<ul style="list-style-type: none"> • full compliance TC documentation • follow up on intervention plans completed 	<ul style="list-style-type: none"> <input type="radio"/> Rarely <input type="radio"/> Not Often <input type="radio"/> Often <input type="radio"/> Very Often <input type="radio"/> Always <input type="radio"/> Not Applicable 	
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<p>Coordination and delivery of all medications in accordance with established procedures</p> <ul style="list-style-type: none"> • process MD orders • send orders to Pharmacy • reorder meds as appropriate • appropriate controls for narcotics • distribute drugs as per prescription • administer all injections • Medication Administration Reports 	<ul style="list-style-type: none"> • accurate administration processing & delivery of meds as per policy • assess for appropriateness of meds continuously 	<input type="radio"/> Rarely <input type="radio"/> Not Often <input type="radio"/> Often <input type="radio"/> Very Often <input type="radio"/> Always <input type="radio"/> Not Applicable	
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<p>Effective assessment and supervision of total client care</p> <ul style="list-style-type: none"> • emphasis on health promotion • respond to immediate health concerns • emotional support and counseling to accommodate changes in health • ongoing evaluation of outcomes • communicate progress, med changes, treatment suggestions to Phys & fam • provide information as approp. 	<ul style="list-style-type: none"> • full compliance with CW practice standards • resident outcomes reviewed monthly • issues/changes communicated 	<input type="radio"/> Rarely <input type="radio"/> Not Often <input type="radio"/> Often <input type="radio"/> Very Often <input type="radio"/> Always <input type="radio"/> Not Applicable	
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<p>Effective assessment and support of residents' other physical and safety needs</p> <ul style="list-style-type: none"> • communication devices (eg hearing aid) • comfort measures • equipment (eg O2, splints) • emergency procedures (eg familiar with fire policies, CPR) • infection control 	<ul style="list-style-type: none"> • resources triggered for residents' needs • compliance with infection control measures • identification & assessment of resident comfort needs 	<input type="radio"/> Rarely <input type="radio"/> Not Often <input type="radio"/> Often <input type="radio"/> Very Often <input type="radio"/> Always <input type="radio"/> Not Applicable	
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<p>Effective working relationships within the Program and Care Team community</p> <ul style="list-style-type: none"> • collaborate with the Care Team to coordinate services • contribute to the daily care and maintenance within the Team • collaborate with Team • act as a role model • participate in peer and leader evaluations as requested 	<ul style="list-style-type: none"> • Team Care plan developed and implemented for all residents in care • coaching provided to all team members 	<input type="radio"/> Rarely <input type="radio"/> Not Often <input type="radio"/> Often <input type="radio"/> Very Often <input type="radio"/> Always <input type="radio"/> Not Applicable	
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<p>Ensure effective delivery of physical resident care occurs: hygiene, dressing, and transferring /mobility needs • assist resident in dressing/undressing</p> <ul style="list-style-type: none"> • assist residents grooming • bathe residents/apply lotions /back rubs • provide peri-care • appropriate interventions for skin care • assist resident walking/mobility needs • encourage residents' independence 	<ul style="list-style-type: none"> • Care Plans adapted to meet resident needs & maximum functioning • resources triggered for residents' needs 	<input type="radio"/> Rarely <input type="radio"/> Not Often <input type="radio"/> Often <input type="radio"/> Very Often <input type="radio"/> Always <input type="radio"/> Not Applicable	
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<p>Ensure the assessment and support of resident psycho-cognitive needs</p> <ul style="list-style-type: none"> • assess challenging behaviours • provide appropriate intervention(s) • environmental control (physical) 	<ul style="list-style-type: none"> • coaching provided to all staff for behavior intervention & personal safety • routines adapted to meet resident needs 	<input type="radio"/> Rarely <input type="radio"/> Not Often <input type="radio"/> Often <input type="radio"/> Very Often <input type="radio"/> Always <input type="radio"/> Not Applicable	
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<p>Ensure the assessment and support of resident's social, cultural and spiritual needs and make recommendations</p> <ul style="list-style-type: none"> • talk to and comfort residents • determine individual needs and respond accordingly • accompany residents on field trips • assist/transport residents to therapy, hair salon • post mortem care according to beliefs 	<ul style="list-style-type: none"> • staff schedules accommodate field trips • Care Plan reflects individual needs, beliefs & values 	<input type="radio"/> Rarely <input type="radio"/> Not Often <input type="radio"/> Often <input type="radio"/> Very Often <input type="radio"/> Always <input type="radio"/> Not Applicable	
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<p>Ensure the daily nutritional and elimination needs for residents are supported</p> <ul style="list-style-type: none"> • assist/feed residents as appropriate • measure and record resident in/output • provide snack nourishment as needed • assist residents to and from dining area • assist with toileting needs • provide bowel/bladder care as needed 	<ul style="list-style-type: none"> • meal schedule adapted to meet residents' needs • resources consulted as needed 	<input type="radio"/> Rarely <input type="radio"/> Not Often <input type="radio"/> Often <input type="radio"/> Very Often <input type="radio"/> Always <input type="radio"/> Not Applicable	
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<p>Maintain clinical records and report observations for all residents treated</p> <ul style="list-style-type: none"> • resident charts • resident Plan of Action/ Plan of Care • resident conferences • shift report • discharges • Medication Administration Record (MAR) • communication with Physicians 	<ul style="list-style-type: none"> • Care Plans up to date and accurate for all residents • resident conferences held to resolve issues/concerns 	<input type="radio"/> Rarely <input type="radio"/> Not Often <input type="radio"/> Often <input type="radio"/> Very Often <input type="radio"/> Always <input type="radio"/> Not Applicable	
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<p>Positive image of Carewest within the health care industry and the community at large</p> <ul style="list-style-type: none"> • positive working relationships • professional image/dress code • support Carewest events • healthy lifestyle 	<ul style="list-style-type: none"> • compliance with dress code 	<input type="radio"/> Rarely <input type="radio"/> Not Often <input type="radio"/> Often <input type="radio"/> Very Often <input type="radio"/> Always <input type="radio"/> Not Applicable	
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<p>Provide and participate in staff, resident and caregiver educational opportunities</p> <ul style="list-style-type: none"> • healthy lifestyle strategies • student activities as needed • volunteers as needed • provide information related to client health status • act as a role model • participate in maintenance and improvement of residents' wellness skills 	<ul style="list-style-type: none"> • coaching provided for all students, team staff & vols • promote maximum resident functional ability 	<input type="radio"/> Rarely <input type="radio"/> Not Often <input type="radio"/> Often <input type="radio"/> Very Often <input type="radio"/> Always <input type="radio"/> Not Applicable	
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<p>Provide direction, guidance and supervision to students and assigned staff as appropriate</p> <ul style="list-style-type: none"> • monitor students • evaluate as appropriate • provide feedback to faculty and student • assign tasks • liaise with community and Acute Care Nurses/Placement Coordination Services 	<ul style="list-style-type: none"> • coaching provided to all students on practicum • feedback to faculty within faculty guidelines 	<input type="radio"/> Rarely <input type="radio"/> Not Often <input type="radio"/> Often <input type="radio"/> Very Often <input type="radio"/> Always <input type="radio"/> Not Applicable	
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<p>Safe and functional work environment</p> <ul style="list-style-type: none"> • maintain work area • monitor physical environment • rectify hazardous situations • report serious hazards promptly • report accidents/incidents, both client and staff related and complete appropriate emergency follow up • investigate & follow up all incident reports • complete all forms relating to the incident 	<ul style="list-style-type: none"> • all Health and Safety standards met • accidents investigated and follow up completed within one week 	<input type="radio"/> Rarely <input type="radio"/> Not Often <input type="radio"/> Often <input type="radio"/> Very Often <input type="radio"/> Always <input type="radio"/> Not Applicable	
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<p>Team capabilities for growth developed</p> <ul style="list-style-type: none"> • support T&D plans of employees • provide coaching for Team members • consult on clinical issues • assist with performance appraisals • provide input on performance issues (training, discipline) 	<ul style="list-style-type: none"> • complete all team member appraisals yearly with T&D action plan • training needs identified for all team members 	<input type="radio"/> Rarely <input type="radio"/> Not Often <input type="radio"/> Often <input type="radio"/> Very Often <input type="radio"/> Always <input type="radio"/> Not Applicable	
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