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Job Specification

Position Title: COMPLIANCE ADVISOR
Job Code: OPSEU - Nurse 2 Public Health, 50122
Job ID: 20936

Purpose of Position:

To promote the health, safety, comfort and rights of residents by ensuring that Long Term Care homes are operated in compliance with the various Acts governing LTC homes and regulations thereunder and within the spirit of expressed Ministry policy. To identify and assist in the elimination or reduction of factors which may contribute to possible risk to the well-being of LTC homes residents, visitors and employees.

Duties/Responsibilities:

Duties and related tasks (what is employee required to do, how and why? Indicate percentage of time spent on each duty)

In the Service Area Offices of the Health System Accountability and Performance Division, which are responsible for promoting and ensuring the health, safety, comfort and rights of LTC home residents and the maintenance and improvement of LTC home care, working under the general supervision of the Regional Program Manager, the incumbent:

1. Fosters co-operation on the part of the LTC home industry and acts as a multi-disciplinary consultant on behalf of the Division to ensure compliance with the various Acts governing LTC homes, within an assigned geographic area, by:
45%

- Conducting regularly scheduled re-licensing visits of LTC homes, including follow-up consultations on deficiencies and ad hoc consultations in response to incidents and complaints of a minor nature from residents, families, friends, elected officials, etc., as identified by the Divisions Compliance Management Systems;
- Providing consultation and advice to LTC home administrators and staff and alerting them to deficiencies affecting outcomes of resident care; exercising judgement and extreme sensitivity to avoid conflict and elicit optimum co-operation, ensuring a positive constructive approach to compliance;
- Providing interpretation of legislation and regulations and advising operators and administrators of LTC homes on appropriate action to enable them to ensure that compliance is achieved;
- Reviewing and evaluating nursing and activation programs and policies in place in LTC homes and working closely with LTC home operators, administrators and staff to correct deficiencies and ensure the provision of a quality of care and services as will permit residents to meet their optimum goals for health maintenance and improvement;
- Recommending recourse to external resources to "broker" the needs of residents and develop or upgrade specific programs, when appropriate, e.g., assessment of residents for physiotherapy or occupational therapy services available from local Home Care Programs;
- Assessing specific environmental circumstances and nutrition programs and providing consultation and in-service training or education to LTC home operations, administrators and staff to redress identified deficiencies, in consultation with the Divisions or outside professional consultants, where appropriate, e.g., for fire safety issues.

2. 30% Identifies and assists in the elimination or reduction of factors which may contribute to the possible risk to the well being of LTC home residents, visitors and employees, by:

- Conducting critical reviews of the management and operations of homes to assess the quality of resident care in terms of health, safety, comfort and rights, technical competence/qualifications of nursing staff, etc., and identifying deficiencies;

- reviewing the health, medical, personal, employee, financial and general records maintained in the home to ensure regulatory and professional standards for record keeping are met and to assess planning and implementation of personal and restorative care for residents;

- reviewing and evaluating submitted plans for compliance and, where inadequacies are identified, providing consultation and suggesting changes to the operator and administrator so that execution of the plan will satisfy the need for corrective action.

3. 20% Provides administrative support to the Regional Office, by:

- Preparing written compliance and status reports to document deficiencies in the operation and management of LTC homes and potential adverse effects on the well-being of residents and submitting such information to the Divisions Compliance Management System;

- Drafting correspondence in response to Ministers letters or for the signature of the Regional Director or other senior officials.

4. 5% Performs other related duties as assigned.

Skills:

Skills and knowledge required to perform job at full working level. (Indicate mandatory credentials or licences, if applicable)

Current registration with and certificate of competence from the College of Nurses of Ontario as a Registered Nurse; completion of a degree or equivalent combination of certification and experience in a relevant speciality area (e.g., geriatric nursing); experience in dealing with clients requiring long-term care; strong interpersonal and oral communication skills are required to provide expert advice/training to clients and to communicate effectively with physicians, other professionals and with the general public, highly developed writing skills to draft correspondence and prepare comprehensive compliance and status reports; knowledge of the various Acts governing LTC facilities; demonstrated ability to observe and evaluate nursing care; well-developed analytical skills; maturity, tact, flexibility, resourcefulness, assertiveness; valid Ontario drivers license, willingness to travel extensively and to work irregular hours; exceptional ability to perform with minimum of supervision and to exercise initiative and independent judgement; ability to perform in a highly stressful, high volume, politically sensitive, fluid environment; knowledge of and/or experience in consulting and adult instruction techniques. Fluency in French a definite asset.