

Resident Care Coordinator

Regional Municipality of Durham – Services for Seniors and Long Term Care Division

Organization Background:

The Region of Durham's Long Term Care and Services for Seniors Division owns and operates four long term care homes: Fairview Lodge in Whitby, Hillsdale Estates and Hillsdale Terraces in Oshawa and Lakeview Manor in Beaverton.

Position Summary:

We are currently seeking a Resident Care Coordinator to join our team at Hillsdale Estates in Oshawa.

Reporting to the Director of Care, the Resident Care Coordinator is responsible for the supervision of staff and accountable for ensuring the delivery of resident-centered care and coordination of services to residents in the Home.

Qualifications:

- Post-secondary education in Nursing, and current registration as a RN with the College of Nurses of Ontario (CNO) with proven documentation of annual self-development/reflective practice; advanced standing/degree preferred
- Several years previous experience in long term care, preferably at the management level
- Previous experience in a unionized environment, and familiarity with labour relations and collective agreements
- Sound knowledge of CNO Standards and Best Practices, Fixing Long Term Care Act and Regulations, Residents Rights, Pharmacy Standards, Regulated Health Professionals Act, Substitute Decision Maker Act, as well as all other relevant legislation, policies and best practices
- Knowledge of current clinical, academic and gerontological advancements and technologies
- Knowledge of Infection Control, Risk Management, MFIPPA and PHIPPA
- Demonstrated leadership and supervisory experience, coupled with coaching and mentoring abilities
- A commitment to establishing and maintaining a physically and psychologically safe and healthy workplace and a positive workplace culture and environment, while consistently modeling integrity, transparency and inclusive practices
- Excellent oral and written communication skills, while demonstrating assertiveness, tact and diplomacy
- Strong problem-solving, negotiation and conflict resolution skills
- Self-direction, along with effective time management, prioritization and delegation skills
- A commitment to an interdisciplinary approach to resident care and a passion for gerontology

Major Responsibilities:

- Manage the overall resident care on the assigned unit(s) and coordinate nursing care with other departments to facilitate effective communication amongst the interdisciplinary team and meet legislated standards

- Be responsible for human resource functions, such as orientating, training, supervising, evaluating, coaching and disciplining staff, as well as handling grievances and assisting with other labour relations matters
- Review and revise staffing patterns on the units to adequately meet the needs of residents, and monitor attendance and absenteeism
- Demonstrate flexibility in prioritizing work commitments and demands, as well as regular unexpected staffing, resident and family needs and concerns through creative problem-solving
- Maintain a system for the management of resident safety by identifying, analyzing and evaluating, and monitoring risks to ensure optimum safety and continuous improvement
- Participate in short and long term planning to provide nursing services to meet current and future goals and resident care needs
- Assist in developing, implementing and revising Home policies and procedures to meet legislated standards
- Coordinate resident care documentation to communicate health care information concerning the residents and to facilitate nursing research

Salary:

- \$105,922 to \$132,402 per annum

Other:

All applicants are expected to comply with the Region of Durham's Code of Ethics and Code of Conduct Policies throughout the recruitment process. The successful candidate will be required to provide a satisfactory Police Vulnerable Sector Check dated within two (2) months from date of hire. Additionally, tuberculosis screening will be required in accordance with the FLTC Act (O.Reg. 246/22). Proof of education, qualifications and any other job bona fide requirements will also be collected. Finally, compliance with the Mask Fit Testing Program is required and will be coordinated as part of the orientation process.

To Apply:

Interested candidates should submit a resume online at www.durham.ca. Applications should be submitted to Job ID 22968.

Deadline: April 3, 2026

We thank all applicants for their interest; however, due to the volume of applications received, only those selected to participate in the job competition process will be contacted.