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## Niagara Region

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### **Supervisor Clinical Documentation & Informatics**

Long-Term Care Division | Niagara Region Headquarters – Thorold, ON

Permanent, Full-Time

#### **Position Summary:**

Reporting to the Associate Director Clinical and Support Services, the Supervisor Clinical Documentation & Informatics provides leadership in clinical documentation, informatics and related systems, ensuring effective implementation and consistent process and practices across all Long Term Care locations. The Supervisor is responsible for the overall maintenance and administration of the homes clinical documentation system, and electronic Resident Assessment Instrument (RAI) system, ensuring the systems are managed and configured in a manner that is compliant with Provincial and Regional Standards, related legislation and policies.

The role leads a team responsible for on-site support and education to staff at the homes, to improve resident-centered care and to promote inter-professional practice across Seniors Services.

#### **Education:**

- Post-secondary degree in Business Administration, Management, Social Work, a regulated healthcare discipline, or a related field (or an equivalent combination of education and experience)
- Recognized RAI credentials (or equivalent) required
- Current licensed health care or regulated practitioner in good standing in a related field (e.g. RPN, RN, Registered Social Worker (RSW), Dietitian)
- Certificate in Adult Education or Training is preferred

#### **Knowledge:**

- At least 5 years' experience in a management/supervisory role with oversight of non-union employees
- At least 5 years of clinical experience within a Long-Term Care Home environment
- At least 3 years of project management and/or contract administration experience
- Excellent knowledge and experience with adult education strategies/facilitation
- Expert level of knowledge and experience with computerized clinical documentation systems and RAI is required
- Knowledge of interdisciplinary team members, Ministry documentation standards, accreditation standards, and home policies on assessment and care planning is preferred

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## **Responsibilities:**

*Responsible to oversee the administration and maintenance of the clinical documentation systems and electronic Resident Assessment Instrument (RAI) systems for the division's long-term care homes. (20% of time)*

- *Subject matter expert across the homes in the areas of RAI and clinical documentation systems and software*
- *Systems administrator across all homes for clinical documentation systems, maintaining and evaluating in-home systems, assigning and altering user rights, and ensuring system upgrades*
- *Assesses issues with systems and develops solutions*
- *Ensures compliance with RAI and clinical documentation processes in relation to home policies, Ministry of Long-Term Care regulations, College Standards and inter-RAI requirements*
- *Maintains privacy access to PCC/POC as an enterprise user, adding/removing staff who have access as required.*
- *Assimilates, determines and implements upgrades and relevance in coordination with Seniors Central Support*
- *Responsibility of key administrator of the PCC/POC, overseeing upgrades and maintenance.*
- *Work collaboratively with vendors to support clinical documentation systems.*
- *Manages and implements ad hoc projects related to Ministry of Long-Term Care standards, and Clinical Documentation practices*
- *Researches and provides evidence-informed recommendations to the Associate Director, Administrators and Senior leadership on documentation standards and best practices, including requirements for compliance and ministry funding*
- *Through the Clinical Documentation and Informatics Leads, providing direction and guidance for staff in the home on clinical documentation*
- *Responds to escalated issues from the CDI Leads and/or the homes*

*Manages the portfolio of standards and training related to MDS assessments, resident assessment protocols, care plans, RAI education, and related training, standards and supporting documents across all long-term care homes (35%):*

- *In consultation with the Administrators and Senior Leadership sets related standards and training across the homes*
- *Oversees the creation of training materials, job aids and SOPs, etc.*
- *Trains the CDI Coordinators on the standards and practices, to ensure consistent support across all homes*
- *Ensures compliance with the resident assessment schedule development, completion and accessible to staff*
- *Ensures that confidentiality of staff and resident information is maintained.*
- *Leads RAI and clinical documentation process developments and improvements in the home, to ensure data accuracy, efficient data collection, assessment completion, and data utilization.*
- *Instructs staff on technical and professional skills required to utilize the program and assist staff in the application of these skills*
- *Provides one-on-one support and subject matter expertise to complex cases related to documentation of resident status and care activities, across all homes*
- *Oversees the CDI Coordinators in building new assessments within the structure as required and any required documentation and training, or builds for significant upgrades*

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- *Trains Clinical Documentation and Informatics Leads in any significant upgrades and new assessments*
- *Centrally supports training of RAI coding, Care Planning and Raps*
- *Responds to escalated issues from the CDI Leads and/or the homes*

*Oversees quality assurance, quality control, process improvement and reporting related to the MDS-RAI, and other relevant systems, analyzes information and generates regular reports from the to be used in clinical and management decision-making and applications for ministry-related funding. (20% of time)*

- *In consultation with the Administrators and Senior Leadership, and in collaboration with the Manager Planning, Evaluation and CQI, establishes quality control and assurance standards*
- *Audits RAI and clinical documentation records for accuracy and data integrity*
- *Provides coaching and feedback related to quality assurance/control and audit activities*
- *Evaluates feedback and data sources to drive ongoing improvements and quality assurance*
- *Research best practices, analyzes program information and provides recommendations to the Associate Director, Administrators and Senior leadership, to be used in clinical and management decision-making, for compliance, and applications for ministry-related funding*
- *Ensures that data submission requirements and processes are in place and operating effectively*
- *Ensures that monthly, quarterly, annual, etc electronic submissions are accurate, and properly sent through to the MLTC*
- *Develops, generates and analyzes reports for the Quality Improvement Team and provides interpretation of data as required*
- *Completes Privacy Audits as required for AIS, IAR and Clinical Connect as required*

*Manages people resource planning for the division or operating unit, determining ideal organizational structures, identifying desirable role and skill mix requirements and ensuring ongoing work quality and deliverability of results (20% of time)*

- *Enables results with the organization's human capital strategy to foster employee engagement.*
- *Directs and provides leadership for the activities and coaching of direct reports, providing work direction, setting priorities, assigning tasks/projects, determining methods and procedures to be used, resolving problems, ensuring results are achieved, and managing staff recruitment, performance, and skill development activities*
- *Ensures alignment and coordination of activity and quality of output between teams under their direction*
- *Ensures focus is service excellence, communication/transparency, innovation, and data integrity and work flow integration*
- *Works collaboratively with the managers of Clinical Practice to develop and facilitate education.*
- *Ensures staff has the information and resources to make successful plans and decisions.*
- *Ensures all people related issues, including recruitment, grievances and labour relations issues, are aligned to HR and Corporate standards and practices*
- *Helps to break down barriers to employee success, ensuring collaboration and cooperation with other teams within their division and department*
- *Ensures Occupational Health & Safety policies, programs and practices are implemented, and maintained. This includes workplace inspections, monitoring, accident reporting and*

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*investigations, and ensuring any observed hazards or lapses in the functioning of OH&S processes, and other OH&S concerns are responded to promptly*

- *Ensures all individuals under supervision have been informed of hazards and instructed on the necessary risk control and emergency response measures*

*Develops, manages, and administers annual and multi-year Capital and Operating budgets for the operating unit ensuring support of Council's objectives, financial transparency and accountability, monitoring budget adherence, identifying and explaining variances, and financial reporting is effectively managed in compliance with corporate financial policies. Ensure goods and services are acquired in accordance with the procurement policy. Authorize, and administer the acquisition of goods and services for the operating unit and direct reports in accordance with the procurement policy and procedures. (5% of time)*

- *Administers and approves the acquisition of goods and services for their direct reports in accordance with the procurement policy*
- *Provides subject matter expertise to the procurement process related to CDI-related procurements*
- *Scopes work required to maintain, upgrade and replace existing systems in consultation with finance, IT, vendors and other vested parties and makes related financial recommendations*
- *Responsible to monitor financial aspects of contracts with vendors*
- *Develops CDI-related standards, recommendations and reporting for ministry funding requirements*

**Salary:** \$100,640.00 - \$118,400.00/year

### **Special Requirements**

- In accordance with the Corporate Criminal Record Check Policy, the position requires the incumbent to undergo a Criminal Records Check and submit a Canadian Police Clearance Certificate for the vulnerable sector.
- This position requires the incumbent to undergo and pass a Tuberculosis screen as required by the corporation.
- This position must maintain the ability to travel in a timely manner to other offices, work locations, or sites as authorized by the Corporation for business travel.
- Regional staff strive to enable the strategic priorities of council and the organization through the completion of their work. Staff carry out their work by demonstrating the corporate values of service, honesty, choice, partnership and respect.

### **To Apply:**

If you are looking for an opportunity to use your leadership expertise and grow your career with a progressive organization, please view the full advertisement, requirements and apply online at [www.niagararegion.ca](http://www.niagararegion.ca) – (Job Opening #44783), before midnight on March 28, 2026.

**Deadline:** March 28, 2026

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*We thank all candidates for their interest however, only those candidates selected for an interview will be contacted.*

### **Organization Background:**

Serving a diverse urban and rural population of more than 475,000, Niagara Region is focused on building a strong and prosperous Niagara. Working collaboratively with 12 local area municipalities and numerous community partners, the Region delivers a range of high-quality programs and services to support and advance the well-being of individuals, families and communities within its boundaries. Nestled between the great lakes of Erie and Ontario, the Niagara peninsula features some of Canada's most fertile agricultural land, the majesty of Niagara Falls and communities that are rich in both history and recreational and cultural opportunities. Niagara boasts dynamic modern cities, Canada's most developed wine industry, a temperate climate, extraordinary theatre, and some of Ontario's most breathtaking countryside. An international destination with easy access to its binational U.S. neighbour New York State, Niagara attracts over 14 million visitors annually, as well as a steady stream of new residents and businesses.

At Niagara Region, we value diversity - in background and experience. We are proud to be an equal opportunity employer. We aspire to hire and grow a workforce reflective of the diverse community we serve. By doing so, we can deliver better programs and services across Niagara.

We welcome all applicants! For more information about diversity, equity, and inclusion at Niagara Region, [Diversity, Equity and Inclusion - Niagara Region](#), Ontario or email related questions to [diversity@niagararegion.ca](mailto:diversity@niagararegion.ca). To send input on reducing barriers in the current hiring process, please email [myhr@niagararegion.ca](mailto:myhr@niagararegion.ca)

For the Region's full employee equity statement, [Working at Niagara Region - Niagara Region, Ontario](#).

While specific qualifications are important for certain roles, we invite individuals from diverse backgrounds to apply. Our recruiters will evaluate your suitability for the role.

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