



Director of Care (DOC)

Position Summary

At Ina Grafton Gage Home (IGGH), managed by Michael Garron Hospital of Toronto East Health Network, we are committed to supporting our residents “Experience life to the fullest with the highest quality of service and compassionate care”.

Ina Grafton Gage Home is seeking an experienced, collaborative, and transformational nursing leader to join our leadership team as Director of Care (DOC).

Reporting to the Executive Director/Administrator, the Director of Care is responsible for the strategic and operational leadership of clinical and resident care services within the Home. The DOC leads interdisciplinary teams in delivering safe, quality, resident-centred care while advancing a culture of accountability, collaboration, workforce engagement, continuous improvement, and clinical excellence.

Key Leadership Priorities

The Director of Care will play a key leadership role in:

- Transforming culture for excellence and accountability
- Advancing resident safety, quality improvement, and clinical excellence
- Strengthening workforce culture, engagement, accountability, and retention
- Supporting implementation of standardized clinical practices and high reliability care processes
- Improving resident and family experience and quality of life
- Leading interdisciplinary collaboration and integrated care partnerships
- Supporting regulatory compliance, inspection readiness, and risk mitigation
- Building sustainable staffing and workforce development strategies
- Driving data-informed decision-making and measurable improvement outcomes

Key Responsibilities

Clinical & Resident Care Leadership

- Lead and oversee all clinical (nursing, personal support and rehabilitation) services within the Home for safe, ethical, compassionate, person-centred, and culturally sensitive resident care
- Provide visible, transformative, and collaborative clinical leadership through regular presence on resident home areas, leadership rounding, coaching, and engagement with residents, families, point of care staff and clinical leaders
- Promote evidence-informed and leading clinical practice and resident-centred care across all programs and services
- Oversee the design, implementation and evaluation of resident assessment, care planning, documentation, and interdisciplinary care coordination processes
- Oversee the design, implementation and evaluation of clinical processes and standard work for timely response to changes in resident condition and escalation of clinical risks
- Support implementation of standardized clinical practices including not limited to:
 - Transfer of Accountability (TOA)
 - Leadership rounding
 - Daily safety huddles
 - Care plan rounds
 - Interdisciplinary care conferences
 - Clinical audits and monitoring processes
- Provide leadership oversight for clinical programs including not limited to:
 - Medication management
 - Falls prevention
 - Skin and wound care
 - Responsive behaviours and dementia care
 - Infection prevention and control (IPAC)
 - Palliative and end-of-life care
 - Pain and continence management

- Clinical informatics
- Champion approaches that enhance resident quality of life, social engagement, emotional well-being, and meaningful living

Quality Improvement & Resident Safety

- Lead and support continuous quality improvement initiatives throughout the Home
- Utilize quality indicators, audits, incident trends, resident/family feedback, and operational data to identify priorities and drive measurable improvement
- Promote high reliability practices, systems thinking, and a culture of safety, learning, accountability, and continuous improvement
- Support implementation of evidence-based resident safety and risk reduction strategies
- Monitor and improve key quality indicators including not limited to:
 - Falls
 - Skin and wound outcomes
 - Hospital transfers
 - Antipsychotic use
 - Infection prevention and control practices
 - Resident and staff experience
- Lead accreditation readiness and organizational quality initiatives

Regulatory Compliance & Professional Practice

- Act as the designated Director of Nursing and Personal Care in accordance with Ontario legislation
- Lead design, implementation and evaluation of clinical programs for compliance with:
 - Fixing Long-Term Care Act, 2021
 - O. Reg. 246/22
 - Ministry of Long-Term Care requirements

- Public Health directives
- Occupational Health & Safety legislation
- College of Nurses of Ontario standards
- Lead Ministry inspection readiness, response planning, and corrective action implementation
- Oversee mandatory reporting requirements including:
 - Critical incidents
 - Outbreak reporting
 - Workplace health and safety reporting
- Support policy development, implementation, and review

Leadership, Workforce & Culture

- Foster a workplace culture focused on accountability, teamwork, respect, learning, psychological safety, and resident-centred care
- Support workforce stabilization through staff engagement, mentorship, recognition, retention strategies, and leadership development
- Provide coaching, mentorship, and performance support to nursing leaders and frontline staff
- Develop leadership capacity within clinical teams through coaching, succession planning, and professional development
- Promote interdisciplinary collaboration and shared accountability for resident outcomes
- Support recruitment, onboarding, orientation, scheduling, and workforce planning initiatives
- Collaborate with Human Resources and leadership teams regarding:
 - Attendance management
 - Labour relations
 - Return-to-work and accommodation processes
 - Progressive discipline

- Collective agreement interpretation

Infection Prevention & Control (IPAC)

- Provide leadership oversight for infection prevention and control practices
- Collaborate with the IPAC Lead and interdisciplinary teams to ensure compliance with provincial standards and best practices
- Support outbreak preparedness, response planning, education, and communication processes
- Monitor audit outcomes and implement improvement strategies where required

Financial & Operational Accountability

- Support management of budget in clinical programs
- Monitor staffing levels, skill mix, overtime, agency utilization, and operational efficiencies
- Participate in budgeting, forecasting, variance analysis, and resource planning
- Ensure staffing practices align with resident acuity, quality standards, and legislative requirements

Collaboration & System Partnerships

- Build strong partnerships with hospitals, Ontario Health Teams, primary care, community agencies, and external service providers to improve resident outcomes and continuity of care
- Collaborate with interdisciplinary teams, residents, families, physicians, nurse practitioners, and community partners to support high-quality resident care
- Support resident and family engagement through meaningful communication, partnership, and responsiveness

Qualifications

- Bachelor of Science in Nursing (BScN) or equivalent recognized by the College of Nurses of Ontario
- Current registration as a Registered Nurse (RN) in good standing with the College of Nurses of Ontario
- Master's degree in Nursing, Health Administration, or related field preferred

- Minimum five (5) years of progressive nursing leadership experience in long-term care, seniors care, or complex healthcare operations
- Demonstrated experience leading organizational change, quality improvement implementation, and workforce culture transformation
- Strong understanding of:
 - Ontario long-term care legislation
 - Quality and risk management
 - Clinical operations
 - Resident-centred care practices
 - Workforce engagement strategies
- Experience leading interdisciplinary teams within a unionized environment considered an asset
- Knowledge of:
 - RAI LTCF assessment systems
 - Quality indicators and performance measurement
 - Accreditation and quality frameworks
 - Electronic health records and clinical documentation systems
- Ability to interpret clinical, operational, workforce, and quality data to drive decision-making and measurable improvement

Core Competencies

- Clinical Leadership
- Transformational and Change Leadership
- Quality Improvement & Resident Safety
- Workforce Engagement & Team Development
- Regulatory & Professional Practice Knowledge
- Operational & Financial Stewardship
- Communication & Relationship Building

- Data Analytics & Performance Monitoring
- Critical Thinking & Problem Solving
- Resident & Family-Centred Care
- Collaboration & Partnership Development

Compensation: \$110,000 to \$135,000

Compensation will be competitive and commensurate with experience and expertise, recognizing transformational leadership and scope of this role.

Ina Grafton Gage Home is committed to providing accommodation throughout the recruitment process in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code. Accommodation is available throughout the recruitment process in accordance with applicable legislation.

How to apply:

Please submit your application to Karim Manji, Employee Engagement Specialist at kmanji@iggh.org with *Application-Director of Care IGGH* in the subject line.