

Description

Position Title: Registered Nurse (RN/RN OTN Coordinator)

Employment Status: Permanent, Full Time

Hours of work/schedule: Monday to Friday (one evening per week)

Salary Range: \$59,737 – \$69,251

Position Reports To: Manager, Primary Care, Clinical Services

Location: Oshawa

Position Overview

The Registered Nurse (RN) will provide comprehensive, client-centered primary health care that emphasizes accessibility, health promotion, illness- prevention and continuity-of-care for clients – individuals, couples, families – who sometimes experiencing complex physical and mental health needs. The RN recognizes that the primary factors that shape the health of our clients are not medical treatments or lifestyle choices but rather the living conditions that our clients experience – the *social determinants of health*. The RN will practice to their full-scope as set-out in *College of Nurses of Ontario* (CNO) guidelines and defined as: the promotion of health and the assessment of, the provision of, care for, and the treatment of, health conditions by supportive, preventive, therapeutic, palliative and rehabilitative means in order to attain or maintain optimal function. The RN will champion, coordinate and manage Carea CHC's telemedicine program in the context of the Ontario Telemedicine Network (OTN).

The RN will be an effective, collaborative member of the Carea CHC's inter-professional team that includes Family Physicians, Nurse Practitioners (NP), Registered Nurses (RNs) and Therapists (including Registered Social Workers (RSWs) and Registered Psychotherapists (RPs)) who are providing clinical services to marginalized and at-risk members of our community – particularly those clients who are experiencing poverty and discrimination. The RN will demonstrate advocacy and leadership skills to champion and support goals that align with and achieve Carea CHC's Strategy, Vision, Mission and Values, internally and externally, in the context of safe and ethical RN practice.

Key Responsibilities – Primary Health Care

- Provide client-centred primary care to individuals, couples and families in a non-judgmental manner, recognizing the social determinants of health and associated health risks – taking the stance of a health advocate.
- Actively participate, seek and provide consultation within an inter-professional model of care which includes – among others – fellow RNs, Nurse Practitioners, and Therapists practicing from both Social Work and Psychotherapy framework across Carea CHC clinic locations.
- Facilitate clinical assessments and health information gathering for clients with complex needs – within full scope of practice as defined by the *College of Nurses of Ontario* (CNO).
- Provide RN services that address the biopsychosocial needs of clients, including clients with multiple comorbid health conditions, mental health diagnoses and/or concurrent disorders involving substance use/abuse.
- Provide counselling, education, health promotion, internal referrals and follow-up.
- Perform intake assessment activities for new clients and assist medical secretaries in triage for telephone/walkin for existing clients that are rostered to Family Physicians or seen by Therapists.

- Actively participate, seek and provide consultation with external health service providers in the client's circle-of care.
- Provide case management and follow-up for client treatment regime.
- Complete timely and accurate medical records of client encounters, documentation and third-party correspondence using Carea CHC's Electronic Medical Record (EMR) system: *Nightingale-on-Demand* (NOD).
- Contribute to activities related to the development, implementation and evaluation of medical directives, policies and procedures, best-practices and protocols.
- Contribute to the development of service and programs for health promotion for i.e., Trans health is an asset, expanded role for conducting pap smears is an asset.
- Adhere to, and promote evidence-based practices and standards of best-practice in keeping with Carea CHC clinic operational guidelines.
- Advocate for at-risk clients and their families.
- Actively participate in case conferences when required.
- Participate in chart reviews, development and implementation of Quality Improvement Plans (QIP) and accreditation activities with Canadian Centre for Accreditation (CCA).
- Demonstrate active participation in the CNO Quality Assurance (QA) Program to ensure maintenance of continuing competence to practice and with Carea CHC's performance management requirements.
- Participate in the design, implementation and evaluation of research studies that Carea CHC may participate in, from time-to-time, in the course of our developing relationships with the universities and/or as providers of clinical student placements.
- Participate in other Carea CHC agency training activities and meetings as requested.
- May be required to conduct home visits from time-to-time.
- May also provide clinical supervision and training for nursing students.
- Ensure client care and caseload is managed to achieve the goals of Carea CHC's *Multi-Sector Service Accountability Agreement* (MSAA) indicator targets with the Central-East Local Health Integration Network (CELHIN). Perform other duties as assigned that are reasonable with the scope of practice.

Key Responsibilities: Telemedicine via OTN

- The candidate will already have, or will actively attend and participate in OTN training and certification to provide client care via telemedicine.
- Receives and facilitates OTN referrals through email, faxes and telephone inquiries and walk in contacts.
- Contacts physicians' offices to obtain client information.
- Communicates with referred clients and service providers to schedule clinical appointments via OTN scheduling network and onsite for in-person consultations.
- Attending OTN consultations with clients and providers when required to conduct physical assessments or other nursing duties as required by the consulting physician during the consultation.
- After consultations, supporting clients as needed in dealing with the immediate impact of the consultation and clarifying the outcomes and follow-up instructions for clients.

- Uses email and telephone to send follow-up appointment reminders and related communication to clients and their support staff.
- Performs various general administrative duties including emailing, faxing, and photocopying client information.
- Will coordinate use of physical space and OTN equipment at Carea CHC to run clinical OTN telemedicine sessions for clients and inter-professional team.
- Lead the ongoing development and implementation of telemedicine at Carea CHC through the suite of services available through the *Ontario Telemedicine Network (OTN)* – communicating with clients, connecting with peers and specialists.
- Will actively engage in telemedicine program planning, monitoring and evaluation activities.
- Will champion and support the Central East Local Health Integration Network (CE-LHIN) telemedicine priorities, adoption of targets and evaluation objectives.
- Develop and maintain internal agency-specific policies and procedures as they relate to OTN.

Other duties within scope of duties include:

1. Consult/Knowledge Transfer/Collaborative Support

- Assists, as assigned, in the orientation and training of back up staff on the team.
- Provides input to the design and implementation of strategies to teach staff from other disciplines within the Agency, as applicable for cross boundary relationship requirements, and as relevant to job/role-related operational procedures.
- Collaborates with team members in establishing goals/objectives and its delivery.
- Maintains a knowledge and information level conducive to competent functioning in areas of assignment. Methods may include personal study, attendance at conference/seminars or formal course work, etc.
- Consults regularly with team members (internal and external) concerning accounting administration procedures.
- Consults regularly with relevant community/vendor partners, and management as required within scope of duties.

2. Human Resources (HR) Management

- Adheres to and applies organization-wide policies and practices in support of organizational health, and performance management;
- Adheres to and applies established compliance measures within legislative requirements and employment principles (e.g., AODA, Human Rights Code, Ontario Employment Standards);
- Applies the framework for accountability-based management of own scope of duties in support of aligned performance management and objectives linked to Agency's Strategy.

3. Organizational Health & Development

- Ensures participation in and support of workplace people strategy, focused on fostering organizational health and development.

- Acts as an agent to ensuring organizational health through adoption of established, adaptive and responsive organizational structures/process/systems for change management and effective change execution as aligned to the Agency’s Vision, Values, and goals.
- Actively participates in and supports Employee Engagement efforts and initiatives.
- Within scope of duties and accountability, conducts work within the established Respect in the Workplace principles, policy and procedures which demonstrate commitment to the Agency’s anti-oppression; dismantling the forms and structures of racism, sexism, homophobia, hetero-sexism, harassment, discrimination and violence. Measurable framework includes adherence to policies and practices, and use of training strategy and tools within Respect in the Workplace, AODA, and Diversity.

4. Health & Safety

- Ensures scope of duties/accountabilities adheres to the established Health & Safety program, policies and procedures.
- Ensures work performed are in a safe and healthy manner in keeping with the Agency’s obligations under the Occupational Health & Safety (OHSA) legislation, and as guided through the Agency’s Health & Safety program.

Client (Patient) Safety

- Support the Internal Responsibility System by adhering to evidence-based practices, policies and standards for Client Safety and improving the patient experience. These include communication and teamwork, infection prevention and control, safe medication practices, and safe use of equipment and facilities.
- Recognize and report actual or potential risks that could cause harm.
- Respond to the occurrence of an adverse event or near-miss promptly and effectively mitigate harm to the client, ensure disclosure, and prevent recurrence. Complete and submit all appropriate documentation and communicate events and risks openly to relevant leaders and team.
- Actively involve the client in all aspects of their care, communicate regularly and help clients and visitors understand their role in protecting their own safety.
- Proactively identify opportunities for and make continuous process improvement to prevent harm and improve patient outcomes.
- Understand and track team’s performance in client care and safety by regularly reviewing data provided and/or posted in relevant areas or as directed by manager.
- Participate in Client Safety training and maintain competencies as required.

Qualifications

- Nursing Degree - Bachelor of Science in Nursing (BScN).
- Certification and member in good standing with the *College of Nurses of Ontario (CNO)*.
- Member of the Registered Nurses Association of Ontario is an asset.
- Phlebotomy certification required.
- Minimum of three years’ experience working as a primary care RN with clients having complex needs.
- Experience working in a CHC setting or other community health nursing practice is an asset.
- Experience working with telemedicine is an asset.

- Experience working with communities and individuals who face barriers accessing traditional health care services.
- Demonstrated excellent problem-solving, organizational and interpersonal skills with an ability to work effectively and respectfully in a collaborative, inter-professional team environment.
- Demonstrated ability to communicate with clients in a manner that can be effectively understood – practicing active listening skills to understand client needs and coaching of clients as collaborative partners in their health care.
- Demonstrated excellent written skills and report writing for a clinical setting.
- Basic CPR certification required.
- Proficiency with Microsoft Office applications (e.g., Word) is an asset.
- Demonstrated competency in facilitating client group activities.
- Must show evidence of valid current vulnerable sector police check – required upon hiring.
- Valid Ontario Driver's license.

Key Attributes include: Demonstrated Minimum Attributes core to the Agency: Service oriented, Initiative, Results oriented, Flexible/Adaptable, Collaborative, Effective Communication Skills, Team Player, Ability to manage risk within one's responsibility & accountability, Ability to take Accountability. In addition, the following are role-specific attributes: Conceptual thinker; Efficient, Organized, Attention to Detail, Creative & Innovative Thinker, Analytical/Systematic, Forward Thinker, Problem-Solving skills, Crisis Management Skills, Empathic.

Physical / Mental Demands Analysis:

- Regular hand-eye coordination, as a result of computer use (electronic medical records system, regular PC).
- Some occasional periods of high concentration demands, as result of multiple and simultaneous service priorities when dealing with the public.
- Regular public/client relations.
- Moderate standing, sitting and walking, to fulfill provision of primary care services to clients.
- Regular frequency of multi-tasking, within a dynamic open-office environment requiring regular changing and simultaneous priorities.
- Regular interaction and collaborative work with same-role colleagues as well as cross-disciplines.
- May experience stress and stress related symptoms due to regular interaction with clients in crisis.
- May be exposed to illness and unsanitary conditions in which established H&S protocols must be adhered to at all times. In this, may be in contact with individuals and families in crisis as a result of mental health issues, may be using substances and/or not attentive to personal health and safety for themselves.
- May have to manage physically threatening clients and be prepared to be responsible for own safety and safety of others, within H&S protocols.
- Regular interaction and collaborative work with cross-disciplinary colleagues and community care partners.
- Must monitor their own time and stress levels to ensure that they are able to effectively assist clients. They may find that they are continually interrupted, and may have to quickly assess situations to respond appropriately.
- May be placed in life-threatening situations for others such as instances of attempted suicide, violence or other mental-health and physical related risks – requiring crisis management protocols.

If you are interested in being considered for this position, please submit cover letter and resume expressing your interest by email to the attention of: Kugashini Thana, HR Admin Specialist at hr@careachc.ca **on or before July 14, 2018.**

Notes:

- 1) The Agency is committed to transparent and merit based selection in all of its recruiting and hiring decisions. We embrace and celebrate our community's unique multicultural heritage and diversity.
- 2) This position is **subject to the successful completion of the following pre-employment conditions for all external hires: Reference Checks; and Criminal Background checks (including Vulnerable Sector Screening)**. We welcome internal referrals and, depending on needs, may conduct an external search concurrent with internal posting. While we thank all applicants for their interest in applying, only those qualified and considered for interview will be contacted. All applicant submissions will be kept on file for six months, for future consideration.

Carea Community Health Centre is committed to complying with all applicable standards as set out in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the provisions of the Ontario Human Rights Code, and any other applicable legislation. **Accessibility:** If you have accessibility needs and require alternate formats or other accommodations please contact Paula Carter, Resource Development and Communications Manager at 905-723-0036, extension 229, or by email to pcarter@careachc.ca. **Carea Community Health Centre, and staff are dedicated to creating an inclusive environment that welcomes diversity.**