



Position Summary

Position Title: Registered Practical Nurse/Client Coordinator

Reports to: Program Director

Revised: June 2024

Summary:

These described duties are accomplished as part of an interdisciplinary team of professionals whose objectives are to provide primary health care and follow-up for Seasonal Agricultural Workers Health Program (SAWHP) during clinic and through outreach to farms.

The Registered Practical Nurse/Client Coordinator is responsible to assist in primary care functions and participates in the development, implementation, monitoring and evaluation of programs and services of the Quest CHC Team. The position has a strong emphasis on health promotion, disease prevention, and community capacity building and works within a harm reduction framework.

This position plays a vital role in ensuring effective coordination of client care, including linking clients to resources. It also provides administrative support and reception, greets clients, schedules appointments/tests, drafts correspondence/referrals and maintains electronic charts and files.

Key Objectives:

1. Provide primary health care services within the community health centre, in community locations, satellite offices, home and hospital, and within the scope of the RPN professional standards including: assessment, treatment, diagnosis, interpretation of test results, promotion of health education and counselling, history taking, screening, referral and follow up. This includes consultation with medical staff and other health care providers when the client's condition requires care beyond the scope of practice (RPN).
2. Act as part of an interdisciplinary team which assists with the development, analysis and implementation of policies and procedures for the benefit of improvement to the delivery of health care services for SAWHP.
3. Ensure appropriate, comprehensive treatment is provided by maintaining complete and accurate charts/medical records and participate in chart reviews and case conferences.
4. Complete assessment and interpret client health records, observe and record outcomes.

5. Participating in the Integrated Community Lead (ICL) Model including participation in community meetings, organizing and hosting, and follow-up for the ICL model for complex care needs clients (eg. Health Link clients).
6. Provide treatment/planning including collaborating with Primary Care and other Allied health staff, implementing and discussing appropriate individualized care plan based on best practices; providing nursing care and delegated treatment; refers and arranging follow up as necessary.
7. Provide education to clients including helping clients to identify and use health resources, involving clients in decisions about their own health, encouraging clients to take action for their own health, supporting health education and other activities that assist, promote and support clients as they strive to achieve the highest level of health.
8. Participate in activities required to ensure the clinic is fully equipped, adequately supplied and meets infection control standards and that controlled substances are monitored and accounted for.
9. Maintain and update medical directives, protocols and procedures in collaboration with the Primary Care and Program Director.
10. Participate in and share responsibility for the on-call coverage offered by Quest CHC.
11. Develop and maintain strong ties to other professionals and community members.
12. Provide input for development of strategic plans, and attend and participate in staff meetings and special projects as assigned.
13. Conduct presentations, facilitate workshops and group meetings as well as participate in program planning and community initiatives.
14. Promote the mission, vision, values and philosophy of care developed by Quest CHC.
15. Participate in the development planning and evaluation of treatment, education, counseling and health promotion activities of the Quest Community Health Centre.
16. Participate and comply with all health and safety processes and initiatives to ensure the organization remains a safe workplace.
17. Work within the full scope of practice. Meet organizational quality and quantity of work standards. Comply with applicable medical directives, policies, regulations and legislation identifying any areas of non-compliance.
18. Maintain and develop professional competence through training or appropriate continuing education.
17. Other duties may be assigned as required.

Qualifications:

Education

- Possession of a Registered Practical Nurse diploma (RPN) from an accredited School of Nursing is required.
- Current and valid registration with the College of Nurses of Ontario as a Registered Practical Nurse RPN.

Experience

- 1 to 3 years' experience working with in an interdisciplinary team in a community, hospital and or long-term care environment.
- Current certification or willingness to become certified in Non-Violent Crisis Intervention (NVCi).
- Experience in working with hazardous chemicals and materials and associated preventive measures outline/required by product Safety Data Sheets and WHMIS

Skills and Abilities

- Awareness of and sensitivity to the health issues of the community.
- Ability to provide compassionate, respectful, non-judgmental and culturally competent care to the disenfranchised and primary populations.
- Knowledge or willingness to learn approaches to care, including harm reduction, trauma informed, client driven care, and motivational interviewing.
- Strong interview skills and ability to communicate effectively in English, both in writing and orally. Proficiency in other languages is an asset.
- Ability to function independently in potentially difficult situations and the ability to decide what presenting conditions are a priority.
- Ability to deal with disruptive behaviour and crises management and de-escalation.
- Ability to plan and organize assigned duties.
- Ability to establish positive working relationships with a multi-disciplinary team, clients, service providers and management team.
- Ability to problem-solve and apply sound judgment.
- Proficiency in the use of computer software such as Microsoft Office and electronic medical records such as PS Suites.
- Knowledgeable with resources within the community and methods of access.

Conditions of Employment

- Valid Ontario Driver's License, access to a reliable vehicle, and a Police Reference Check are required.
- Current certification or willingness to become certified in Non-Violent Crisis Intervention (NVCi).
- Maintain confidentiality in compliance with the Personal Health Information Protection Act (PHIPA), Freedom of Information and Protection of Privacy Act (FIPPA) and Personal Information Protection and Electronic Documents Act (PIPEDA).
- Maintain and develop professional competency through training or appropriate continuing education.

Physical Demands

The position requires fine motor movements and gripping, handling and/or lifting 10-25 pounds. It also requires sufficient mobility to allow sitting, standing and twisting to reach patients and equipment. The position also requires far and near vision, depth, spatial and form perception, feeling, reading, writing.

Speech and listening are critical aspects of the role to effectively communicate with the clients and colleagues, to give and receive information and to establish general rapport to relieve anxiety.

Working Conditions

The duties of this position are performed both inside and outside the health care centre including satellite locations and points of service. Work settings include community locations such as hospitals, homes, shelters and drop in centres where the potential for dangerous situations to occur is higher than in an office setting.

The candidate must be able to work varying work schedules, including evenings, and in multiple work locations.

Employee Signature: _____	Date: _____
Supervisor Signature: _____	Date: _____