



Career Opportunity

Job Department: Program and Services

Posting Date: January 25 2021.

Reports to: Program Director, Jenny Stranges

Closing Date: February 5 2021.

Number of Positions: 1

Status: Full Time

Position Title: Part Time Team Lead, Part Time Nurse Practitioner, General Services

Summary:

Working with internal staff and community partners, the General Services Team Lead is responsible for coordinating services in order to maximize quality and accessibility in the provision of interdisciplinary Primary Health Care Services. This position provides coordination of day-to-day functioning of the team in addition to leading various initiatives in areas such as quality, infection control, and medical directives.

Key Objectives:

1. Coordinating Quest General Services inter-disciplinary teams to ensure seamless, efficient, high quality service delivery.
2. Ensuring comprehensive client focused service delivery that addresses the social determinants of health including primary health care, housing, food and other basic needs.
3. Contributing to Quest's continuous improvement philosophy by leading various quality initiatives such as those in the Centres Quality Improvement Plan and the Clinical Best Practice Spotlight Organization initiative as well as identifying and communicating best practices across the organization.
4. Playing a lead role to ensure services follow all relevant legislation including Personal Health Information Protection Act (PHIPA), Freedom of Information and Protection of Privacy Act (FIPPA) and Personal Information Protection and Electronics Document Act (PIPED), Human Rights, Occupational Health and Safety, as well as in respect to all relevant Colleges and licensing bodies.
5. Assuming responsibility for team administrative processes such as, but not limited to, reviewing time sheets, vacation requests, and expense claims.
6. Reviewing and updating organizational Medical Records and Standing Orders as required.
7. Providing oversight and ensuring compliance with Infection control standards.

8. Taking a leadership role with respect to informing the development and implementation of care pathways and programs, as well as the development of Community Care Plans and Service Agreements that ensure clients are appropriately linked to services and other resources
 9. As the primary liaison with management and the team, actively facilitating communication by sharing relevant information, maintaining a cooperative relationship and ensuring issues/concerns are addressed immediately, following appropriate lines of communication.
 10. Anticipating and identifying problems, consider alternatives and consult with management colleagues to secure positive solutions.
 11. Overseeing the completion of records management, including ensuring accurate and timely documentation and prepare reports and other documentation as required.
 12. Providing constructive and timely performance feedback and contribute to performance reviews.
 13. Actively promoting and participate in various Quest CHC's Committees, and community events.
 14. Participating in and share responsibility for the on-call coverage.
 15. Providing input for the development of strategic plans. Attend and participate in team /committee meetings (both during and after standard work hours) and special projects and other duties as assigned.
 16. Meeting organizational quality and quantity of work standards. Comply with applicable policies, regulations and legislation identifying any areas of non-compliance.
 17. Promote the mission, vision, values and philosophy of care developed by Quest CHC.
 18. Maintain and develop professional competence through continuing education.
 19. Participate and comply with all health and safety processes and initiatives to ensure the organization remains a safe workplace.
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Qualifications:

Education

- Current and valid registration in the Extended Class with the College of Nurses of Ontario, and current registration in good standing with the College of Nurses of Ontario as a Registered Nurse Practitioner
 - Current certification or willingness to become certified in Non-Violent Crisis Intervention (NVCI).
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Experience

- Recent experience working in an interdisciplinary team as well as with Quest's Priority Populations.
- Proven experience providing leadership in a primary care setting, and/or leading projects.

Knowledge

- Knowledge of local community resources and referral processes.
- Familiar with Community Health Centre model of health and wellbeing.

Skills and Abilities

- Awareness of and sensitivity to community health issues.
- Self-directed work style with the capacity to lead and work closely with others within an interdisciplinary team.
- Ability to provide compassionate, respectful, non-judgmental and culturally competent care to priority populations.
- Ability to function independently in crisis situations and the ability to determine which presenting conditions are a priority.
- Ability to effectively manage disruptive behaviour and de-escalation.
- Ability to plan and organize assigned duties.
- Ability to establish positive working relationships with other community-based agencies.
- Proficiency in the use of computer software/electronic medical records.

Physical Demands

The incumbent is seated for prolonged periods of time with occasional twisting to reach equipment on desk, moves from office to office, performs simple grasping, listens with sufficient acuity to perform all aspects of the job, and occasionally lifts between 10-20 lbs.

Conditions of Employment

- Valid Ontario Drivers' License, access to a reliable vehicle and a Police Reference Check are required.
- 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 Electronics Document Act (PIPEDA).

Working Conditions

The duties of this position are performed in a variety of community settings and service delivery locations, such as community agencies, hospitals, methadone clinics, shelters, drop-in centres, and client's homes. The position may also require "On Call" services.

Must be able to work varying work schedules, including evenings, and in multiple work locations.

We are committed to work equity and diversity and encourage submissions from equity seeking groups who identify based on ability, cultural background, race, sexual orientation, gender.