



Position Summary

Position Title: Outreach Registered Practical Nurse,
Urgent Service Access Team

Reports to: Program Manager

National Occupation Classification: 3233

Revision Date: December 2023

Summary:

The Outreach Registered Practical Nurse in the Urgent Service Access Team (USAT) is responsible for providing primary health care and assisting in the provision of long and short term stabilization by facilitating the establishment of care pathways and programs/services that assess, prioritize and support client needs. These duties are accomplished as part of an inter-disciplinary team of professionals.

Key Objectives:

1. Working in an interdisciplinary team, the USAT Outreach RPN provides service delivery to support crisis stabilization on a short-term basis, including health care, mental health and addiction supports, housing, food and other basic needs.
2. Provide health services in community settings and service delivery locations, such as community agencies, hospitals, methadone clinics, shelters, drop in centres, and client's homes and within the scope of the RPN professional standards including: physical assessment, screening, health education and counselling, history taking, dressing changes, wound care, foot care and other clinical activities. This includes consultation with medical staff and other providers when the client's condition requires care beyond the scope of practice (RPN).
3. Be an effective 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.
4. Ensure appropriate comprehensive treatment is provided by maintaining complete and accurate charts, medical records, and conducting medication reviews as needed.

5. Complete assessment and interpret client health records, observe and record outcomes.
6. Provide treatment/planning in collaboration with Nurse Practitioner and other Allied health professionals including discussing and implementing appropriate individualized care plan based on best practices; providing delegated treatment and nursing care; referring and arranging follow up as needed.
7. Provide education to clients that support self-management, such as helping clients identify and utilize health resources, and make decisions in their interest. Participate and/or lead activities that assist, promote and support clients striving to achieve their optimal level of health.
8. Participate in the Integrated Community Lead Model which is an approach to care, where a lead service provider navigates the system with the client in collaboration with other health care providers and services. Includes facilitating team meetings and recording and updating client generated care plans as appropriate.
9. Work to full scope of practice including expanding scope through the use of Standing Orders and Medical directives.
10. Work in collaboration with the team to maintain and update standing orders, medical directives, protocols and procedures in collaboration with primary care providers at Quest CHC and Program Director.
11. Participate in and share responsibility for the on-call coverage.
12. Develop and maintain strong ties to other professionals and community members.
13. Provide input for development of strategic plans. Attend and participate in staff meetings and special projects and other duties as assigned.
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 in and comply with all health and safety processes and initiatives to ensure the organization remains a safe workplace.
17. Maintain and develop professional competence through continuing education.

18. Work within the full scope of practice. Meet organizational quality and quantity of work standards. Comply with applicable medical directives, policies, regulations ethical standards and legislation.

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).
- Current certification or willingness to become certified in Non-Violent Crisis Intervention (NVCI).

Experience

- Experience working with clients experiencing mental health, addiction and concurrent disorders is required.
- Experience working within an interdisciplinary team is an asset.
- Experience in working with hazardous chemicals and materials and associated preventive measures outlined/required by product Safety Data Sheets and WHMIS

Skills and Abilities

- Proficiency of care within scope of practice.
- Awareness of and sensitivity to community Health issues.
- Ability to work closely and collaboratively with others in an interdisciplinary team in a self-directed way.
- Ability to provide compassionate, respectful, non-judgmental and culturally competent care to priority populations.
- Ability to function independently in crisis situations and determine priorities.
- 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/DATIS etc.

Conditions of Employment

- Possession and retention of a valid Ontario Drivers' License, access to a reliable vehicle, vehicle insurance 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 Electronics Document Act (PIPEDA).

- Vaccination against COVID19 required, unless you have an exemption based on the Ontario Human Rights Code.

Physical Demands

The position requires fine motor movements and gripping, handling and/or lifting 10-20 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 clients for education, instructions and 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:** _____