Carea Community Health Centre

Care. Compassion. Community.

Vacancy Posting

Position Title: **Registered Nurse (RN), Diabetes Educator**
Employment Status: Permanent Full-time
Hours of Work Schedule: 35 hours per week
Salary Range: Salary is commensurate on skills and experience, and within the range of $59,737 - $69, 251, plus mandatory benefits including HOOPP (optional for contract staff). Salary is based on Agency policy for salary administration and progression within the range.
Position Reports To: Andrea Groff, Manager, Chronic Disease Management, Clinical Services
Director: Francis Garwe, Director, Clinical Services
Primary Location: 115 Grassmere Ave., Oshawa

Organization – Quick Overview

Carea Community Health Centre is the new name of the amalgamated Oshawa Community Health Centre (OCHC) and The Youth Centre (TYC). The new organization is focused on building an even stronger community health services sector that is ready to meet the needs of its growing communities; a strong value of the community health centre model. The new entity will continue to focus on building its capacity to provide a full range of health & wellness services and programs to clients of all ages across Oshawa, Whitby, Ajax and Pickering.

Position Overview

Working as a member of an inter-professional team of health professionals, the Registered Nurse (RN) Diabetes Educator provides education, consultation and liaison to clients, caregivers, family members and other service providers and contributes to the attainment of program objectives.

The RN is responsible for maintaining the professional standards of their discipline and in meeting the criteria of the job description set out by that discipline. Actively participating in regular team meetings, liaising with community based providers, advocating on behalf of clients and their families and participation in inter-professional patient and family conferences as needed. In addition, the RN is responsible for adhering to the standards specific to the DEP Team under the supervision of the Manager.

Additionally, the RN will collaborate within an interdisciplinary team of health professionals across the region/community network that influence the health environment targeted to the client population, as well as within the Agency's team structure, in support of goals that align with and achieve the Agency's strategy, Mission, Vision and Values. The collaborative practice of this position includes accepting referrals from, consulting with, or referring to other health care providers in order to promote comprehensive and continuous care in both primary and acute care specialty practice.

Key Responsibilities:

- Provide a thorough nursing assessment of clients with diabetes taking into consideration the client's level of knowledge and readiness, socio-economic and cultural background. Experience providing care to Aboriginal clients an asset.
- Provide individual counseling to clients living with diabetes including their families and caregivers.
- Use group facilitation skills to lead group education and community programs.
- Develop client centered health maintenance plans related to diabetes.
- Ensure continuity of care by maintaining up to date medical records, communication with the client's primary care provider and other service providers as required.
- Provide regular monitoring of clients within scope of practice, along with other clinical providers.
- Participate in chart reviews and case management.

Carea Community Health Centre

Care. Compassion. Community.

- Contribute to policy/protocol development in relation to health care service delivery and/or professional practice.
- Engage in health promotion activities on and off site in conjunction with other service providers.
- Encounter (using assigned templates) and submit individual monthly statistical data as required. Perform chart documentation and chart reviews.
- Complete timely and accurate medical records of client encounters, documentation and third-party correspondence using Carea CHC's Electronic Medical Record (EMR) system e.g., *Nightingale-on-Demand* (NOD).
- Participate actively in the development and promotion of the Diabetes Program throughout Oshawa and surrounding area.
- Willing to maintain and develop professional competence.
- Other duties as assigned.

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.

Key Qualifications

1. Certificate of competence from College of Nurses of Ontario (RN status).
2. A member of good standing with the College of Nurses of Ontario.
3. Undergraduate degree from a recognized university and/or college preferred
4. Certified Diabetes Educator (CDE) considered an asset.
5. Experience managing GDM clients considered an asset.
6. Adult Education certificate/experience considered an asset.
7. 3-5 years of current practice experience within a Diabetes Education Centre is an asset.
8. Sensitivity and awareness of cultural, racial, economic, and socially diverse communities.
9. Proficiency in the use of computers and various software applications; knowledge of Nightingale (NOD) an asset.
10. Valid Ontario Driver's license.
11. Subject to a police reference check.
12. Ability to support and provide input into the program evaluation process to align and determine priorities.

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.

Carea Community Health Centre

Care. Compassion. Community.

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.
- 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.

Application Process:

1) For Internal Candidates, please send resume and expression of interest to mnebres@careachc.ca **on or before October 20, 2017**.
2) External Applicants – we welcome referrals or external applicants. If you are interested in being considered for this position, please submit cover letter and resume outlining your qualifications and expectations by email to: mnebres@careachc.ca (Attention: Maria Nebres, HR Partner) **on or before October 20, 2017.**

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 1229, or by email to pcarter@careachc.ca . **Carea Community Health Centre and staff are dedicated to creating an inclusive environment that welcomes diversity. Every One Matters! Every One is Welcome!**