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## VACANCY POSTING

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| <b>Vacancy:</b>                 | Care Coordinator  |
| <b>Description of Position:</b> | Regular Part time |
| <b>Number of Vacancies:</b>     | 1 Position        |
| <b>Unit:</b>                    | Clinical Services |
| <b>Employee Group:</b>          | Non-Union         |
| <b>Shift Work:</b>              | Yes               |
| <b>Weekend Work:</b>            | Yes               |

**Reference Number:** #22-231 RPT CARE COORDINATOR

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### ROLES AND RESPONSIBILITIES

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#### PATIENT SAFETY

Every employee's responsibility is to ensure that the hospital's patient safety goal continues to be the centrepiece of our quality and risk management program and that every patient is treated within a safe environment. To ensure compliance with this goal, each employee must:

- Find, report, and prevent incidents/near misses or adverse effects
- Communicate/report areas of concern immediately to your Manager
- Complete a Near Miss Form or Incident Report to communicate or report incidents or near misses

#### SUMMARY OF POSITION:

Reporting to the Vice President of Clinical Services or Clinical Manager, the Care Coordinators will apply various elements of their nursing practice to support frontline employees including clinical knowledge, experience and leadership skills to promote quality of care and utilization of best practices. The Care Coordinators will focus on the provision of compassionate excellence and safe patient care aligned with WDMH's commitment statement, policies and procedures, best practices, professional standards and legislation. Care Coordinators will also support the development of WDMH rural research in Clinical Services by implementing best practices on an ongoing basis.

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### NATURE AND SCOPE OF WORK

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- The Care Coordinators are part of the Leadership teams and are management delegates and represent management during the evening, nights, weekends and holidays.
- The Care Coordinators will manage available resources to optimize utilization in care delivery and risk reduction during evening, weekends, and statutory holidays
- Responsible for providing visible, frontline, clinical leadership in the provision of patient care and clinical coordination of patient flow along the continuum of care
- Conducts continuous quality improvements audits i.e. Special Projects, Workload, Documentation Audits and follows up appropriately with staff

- Promotes staff and patient safety by focusing on five elements: Quality Patient Care/Safety; Operational Accountability and Leadership; Coordination of Clinical Services; Education, Development and Professional Growth.
1. *Quality Patient Care/Safety*
    - Demonstrates patient-centered attitude and commitment to the mission, values and goals of WDMH
    - Acts as a leader for nursing and medical staff regarding policies, procedures and clinical practices
    - Ensures that concerns from patients and families are addressed appropriately in a timely fashion
    - Promotes and ensures staff accountability, autonomy, and collaboration amongst the team
    - Ensures presence on the inpatient units to support frontline employees regarding seriously ill patients, new admissions and others as deemed necessary; discusses clinical issues with nursing and ensures appropriate action.
  2. *Operational Accountability and Leadership*
    - Ensures accountability and leadership by demonstrating leadership, respect and professionalism with all frontline employees at all times
    - Provides hospital leadership and management during the evenings, nights, weekends and statutory holidays
    - Manages emergency situations in accordance to policies, procedures and emergency preparedness
    - Acts as an extension to the Scheduling Resource Department and problem solve when issues occur (staffing shortages, mobilization, contingency plan) to meet the staffing needs of each unit
    - Manages situations with employee health in absence of Occupational Health Services, including sending employees home, to the Emergency Department, and support work integration for employees
    - Communicates with non-clinical departments regarding issues as they arise and devise on potential action (maintenance, housekeeping etc.)
    - Provides documentation (email) of performance concerns to Management for managerial follow-ups
    - Investigates and documents complaints (employees, patients and family) and follows-up with the Clinical Manager
    - Begins the process for addressing critical incidents as per WDMH policy
    - Communicates with Manager on Call in situation of increased risk to patients, employees, community or the organization.
  3. *Coordination of Clinical Services*
    - Coordinate with patient transfers internally within the hospital and externally to other facilities as needed
    - Assists with the interpretation of the Collective Agreement(s)
    - Supports problem-solving techniques and strategies with employees
    - Participates in designated clinical and leadership meetings when required
    - Coaches, supports and manages employees during evenings, nights, weekends and statutory holidays
    - Ensures the coordination and continuity of clinical services by ensuring appropriate communication with clinical management team.
  4. *Education, Development and Professional Growth*
    - Acts as a clinical resource/support for new staff
    - Acts as a clinical support for staff providing new types of care including skills and or protocols
    - Provides clinical education, in collaboration with the Clinical Managers
    - Demonstrates commitment to continued learning and effectiveness in promoting the value of learning and acquiring new information and skills to employees
    - Participates and assists with education to support professional growth to self and others.

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## QUALIFICATIONS

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- Registered Nurse in good standing with the College of Nurses of Ontario (CNO)
- Minimum 3-5 years relevant clinical experience
- Effective decision maker and the ability to interact with colleagues, staff and other professionals and the public
- Excellent mediation and problem-solving skills
- Evidence of ongoing education in specialty nursing
- Computer proficient
- Demonstrates patient-focused care that includes exceptional clinical assessment skills
- Commitment to excellence in professional practice and continuous professional learning
- Demonstrated initiative and accountability
- Demonstrated problem-solving skills and crisis management
- Strong member of the interdisciplinary team
- Excellent time management and organizational skills
- Exceptional communicator demonstrating professionalism and respect
- Able to deal with complex situations effectively
- Maintains good work attendance
- ACLS and NRP is an asset
- Promotes the vision, mission and values of the organization.

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## ALIGNMENT WITH WDMH COMMITMENT STATEMENT

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The duties and responsibilities of this position include alignment with the Winchester District Memorial Hospital's Commitment Statement. It is the Hospital's mandate to ensure that all employees adhere to the following as a duty of their employment:

### ***Our Commitment***

*We are here to care for our patients with compassion - close to home and with our partners.*

*We pursue excellence in all we do.*

*We are one team. We value respect, accountability, innovation, and learning.*

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## APPLICATION INFORMATION

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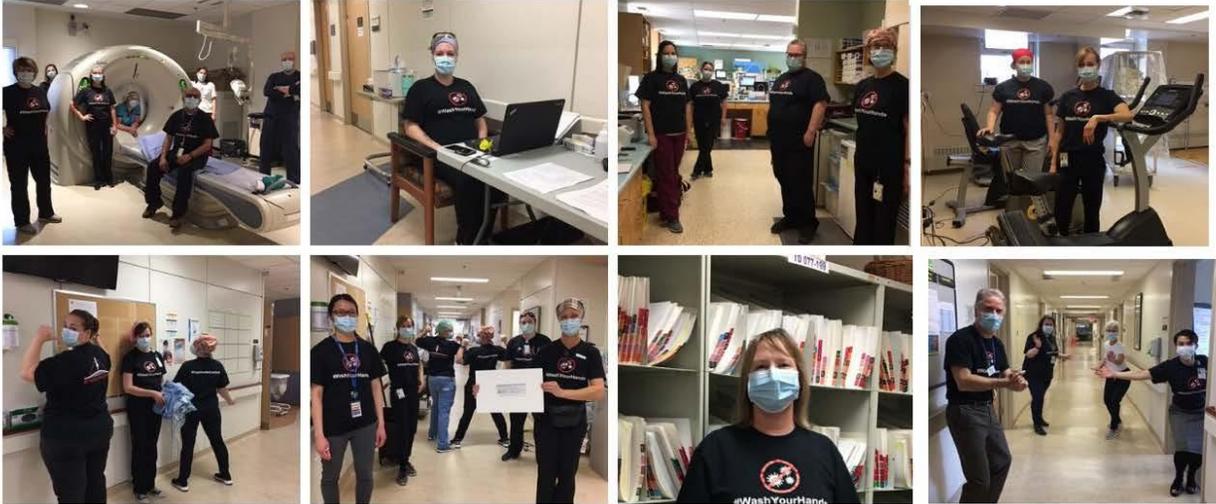
Interested applicants should apply in writing, (by email only) indicating their qualifications in a cover letter and resume to Brenda Fancey, Corporate Manager - Recruitment, Compensation and Benefits at:

**[hresources@wdmh.on.ca](mailto:hresources@wdmh.on.ca)**

**At WDMH, we want you to experience work that is positive and rewarding -- in a safe, supportive and professional environment. We are driven by Compassionate Excellence and are committed to providing an inclusive and barrier-free work environment. We invite all qualified applicants to explore careers with WDMH.**

**Accommodations are available on request for candidates taking part in all aspects of the selection process**

We appreciate interest from all candidates, however only those selected for an interview will be contacted.



# JOIN OUR TEAM

We are #WDMH Proud!

Winchester District Memorial Hospital (WDMH) has an award-winning reputation for compassionate excellence because we know that exceptional care involves more than good medicine.

- Our high patient satisfaction rates speak to our commitment to compassionate excellence and patient-centred care.
- We have been awarded Exemplary Standing from Accreditation Canada.
- We are One Team – with 1,000 staff, physicians, volunteers, and learners – all dedicated to providing the very best care close to home.
- We have fun! From Commitment Awards to door decorating contests, there is always something happening at WDMH to celebrate our team.
- WDMH provides an inclusive and welcoming place to shine, be recognized and feel valued. There are opportunities to advance and excel in your work and your career. Come join us!

## Get to Know Winchester District Memorial Hospital

WDMH is a rural teaching hospital just south of Ottawa. We care for our local communities from childbirth to seniors' care – and are a hub site for cancer care, dialysis and cataract surgery.

WDMH has a 24/7 Emergency Department and Diagnostic Imaging services, including digital mammography and CT scans. Day surgery and specialty clinics, with visiting specialists from Ottawa hospitals, mean that patients can receive care without travelling to the city. And we are committed to education and research.

For more details, visit [www.wdmh.on.ca](http://www.wdmh.on.ca).

## Get to Know Our Region

- Rural and suburban lifestyle
- Reasonable driving distance to bigger cities like Ottawa, Montreal, and the border to the United States
- Driving distance to St. Lawrence and Rideau water systems
- Lower housing costs with bigger lot sizes and local parks, open spaces and hiking trails
- Smaller schools
- Large variety of rural community and agri-tourism events

For more details, visit [www.northdundas.com](http://www.northdundas.com).

