



Simcoe Muskoka District Health Unit  
**POSITION DESCRIPTION**

<b>POSITION TITLE: HEALTH CONNECTION – REGISTERED PRACTICAL NURSE</b>	<b>POSITION NUMBER:</b>
<b>DEPARTMENT:</b> Program Foundations and Finance	<b>PROGRAM AREA:</b> Health Connection
<b>REPORTS TO:</b> Manager, Health Connection	<b>REVIEW DATE:</b> March 17, 2009 (approved)
<p><b>PURPOSE OF POSITION:</b> The Health Connection – Registered Practical Nurse (HC – RPN) serves as the first point of contact for telephone inquires for Health Connection (HC) Service. Utilizing clinical knowledge and assessment skills, the HC – RPN determines client needs, provides education and counseling on public health topics and issues tailored to meeting those needs. The HC – RPN applies a customer service philosophy within interactions, and refers those clients requiring additional services to the appropriate public health professional or program. Clinic and class appointments are booked for clients based on assessment and program protocols. The HC – RPN is responsible to document interactions with clients, and complete Requests for Service (RFS), in accordance with nursing practice standards and agency policy. The HC – RPN will contribute to Health Connection Service improvement, and team and agency effectiveness through both independent and collaborative actions.</p>	
<p><b>POSITION SKILLS &amp; COMPETENCIES REQUIRED:</b></p> <p><b>Education:</b> Registered Practical Nursing Diploma (Two Year Program) from a community college. Current RPN certificate of registration with the College of Nurses of Ontario, renewed annually.</p> <p><b>Related Experience:</b> Minimum of 3 – 5 years relevant experience, particularly community nursing experience</p> <p><b>Specific knowledge, skills, abilities:</b></p> <ul style="list-style-type: none"> <li>• Intermediate skill in applying clinical knowledge to collect health information, ask appropriate questions, and independently assess client needs to provide an appropriate response;</li> <li>• Intermediate oral and written communication skills, particularly active listening skills to be able to complete telephone health assessments based on audio cues only;</li> <li>• Intermediate conflict management and negotiation skills;</li> <li>• Intermediate ability to recognize crisis situations in interactions with clients and to de-escalate challenging interactions;</li> <li>• Intermediate skills in providing education and counseling to individuals based on assessed needs;</li> <li>• Intermediate organizational and time management skills ;</li> <li>• Intermediate ability to multi-task including listening and documenting interactions simultaneously;</li> <li>• Intermediate computer skills;</li> <li>• Basic knowledge of relevant legislation e.g. Child and Family Services Act, HPPA, PHIPPA ;</li> <li>• Basic knowledge of Public Health information, programming and services across a broad range of topics and issues within the mandate of the agency (may include reproductive health, child health, immunization, communicable disease, sexual health, oral health, injury prevention, nutrition and physical activity, tobacco use prevention and cessation, and environmental health issues including water safety and health hazards);</li> <li>• Demonstrates customer service philosophy in interactions with clients;</li> <li>• Ability to work independently within established parameters and to function effectively as a member of a team;</li> </ul> <p><i>Asset: Fluency in a second language</i></p>	
<p><b>KEY AREAS OF RESPONSIBILITY (ACCOUNTABILITY):</b></p> <p><b>Provide first contact response to general inquiries and requests for Public Health information and SMDHU programs and services, primarily by telephone</b> <span style="float: right;"><b>Ave. % of time: 65</b></span></p> <ul style="list-style-type: none"> <li>• Utilizes clinical knowledge and assessment skills and communication skills to determine and assess reason for client contact and determine appropriate response to client needs, for assigned topic areas;</li> <li>• Provides Public Health information tailored to caller inquiries using approved sources, including protocols authorized by program managers;</li> <li>• Facilitates resolution of the issue within established parameters or refers caller to alternate public health professional for response;</li> </ul>	

- Completes Request for Service for health unit programs and services, collecting and documenting necessary details, identifying the appropriate responder, and forwarding the request to the appropriate public health service provider or program(s).

**KEY AREAS OF RESPONSIBILITY (ACCOUNTABILITY): continued**

- Refers members of the public to alternate community services and agencies, as appropriate;
- Promotes the goals of Public Health and the position of the Agency on issues within interactions with the Community and health care system as a whole;
- Identifies clients in crisis and makes appropriate referrals;
- Completes required documentation and reporting of risk situations in accordance with the Child and Family Services Act and agency policy.

**Book clinic appointments and class registrations**

**Ave. % of time: 25**

- Conducts screening/ assessment as required using clinical knowledge and criteria or protocols established by program managers;
- Provides registration information as required;
- Arranges mail out of registration packages as required;
- Books clients into clinics and classes appropriately based on assessment and established criteria for the program.

**Documentation of Client Interactions**

**Ave. % of time: 10**

- Documents interactions with clients, including personal health information, within established documentation systems in accordance with the standards of the College of Nurses of Ontario and agency guidelines and policy.

**Contribute to HC Service effectiveness**

**Ave. % of time: Ongoing**

- Participates in development, implementation achievement and evaluation of HC goals and strategic directions;
- Collaborates with other HC staff to achieve HC mission;
- Maintains current knowledge of Agency initiatives, programs and services;
- Promotes HC services to the public and community agencies, including developing and providing group presentations;
- Identifies need for, or required revisions to, agency resources to meet clients' informational needs to program managers(s) (e.g. fact sheets);
- Identifies issues and trends in call flow that affect customer service and makes suggestions or recommendations for enhancing customer service;
- Participates in continuous quality assurance initiatives, including compilation and provision of statistical and written reports as requested;
- Contributes to orientation of other Health Connection – Registered Practical Nurses, or other health unit staff regarding Health Connection services and role.

**Contribute to Team and Agency Effectiveness**

**Ave. % of time: Ongoing**

- Works collaboratively as a member of the health unit team;
- Assists Department & Program Areas in carrying out their program mandates; contributes to positive team functioning;
- Demonstrates commitment to Agency mission statement, vision, values and strategic directions, by functioning in a way that is consistent with these statements;
- Respects and ensures confidentiality in all work performed on behalf of the Agency;
- Demonstrates a strong customer service focus in dealing with both internal and external customers of the health unit;
- Participates on Agency-related committees as assigned;
- Understands the need to become redeployed and/or reassigned as part of the public health response to an emergency response or natural disaster;

***Management has the right to change position requirements from time to time as Agency conditions dictate.***

<p><b>CONTACTS &amp; COMMUNICATION:</b></p> <p><b>Internal:</b> Cross-service HC service providers, Agency staff, Program Managers/Supervisors, Program Foundations and Finance, Vice President.</p> <p><b>External:</b> First point of contact for provision of public health information and referral to health unit services for the general public, health care providers including physician office staff, Community/Educational and Social Service agencies, other health units, laboratories, and provincial ministries.</p>
<p><b>RESPONSIBILITY FOR RESOURCES:</b></p> <p><b>Staff:</b> Assist with orientation and training of new Health Connection – Registered Practical Nurses, or contribute to orientation of other health unit staff.</p> <p><b>Information:</b> Obtains or collects information from HC clients, and documents this information using the appropriate tools; prepares and delivers group presentations; completes required written reports regarding HC services or CAS referrals; identifies need for agency/programs educational resources to meet client needs.</p> <p><b>Materials &amp; Equipment:</b> Use of materials &amp; equipment related to job functions: telephone, computer, projector, and fax.</p>
<p><b>EFFORT REQUIRED:</b></p> <p><b>Mental:</b></p> <ul style="list-style-type: none"> <li>• Constant attention to detail/audio concentration related to responding to HC inquiries and completing assessments with clients, determining appropriate service or public health service provider;</li> <li>• Constant critical thinking required to assess client information and respond appropriately, based on audio cues only. Timely response required;</li> <li>• High volume of work;</li> <li>• Multiple interruptions/ demands related to position including multi-tasking such as listening and typing simultaneously;</li> <li>• Limited negotiation and conflict resolution in work the public, and with staff, in responding to requests and resolving customer service issues.</li> </ul> <p><b>Physical:</b></p> <ul style="list-style-type: none"> <li>• Constant sitting and manual dexterity related to telephone and computer use as primary tools for fulfilling job functions;</li> <li>• Limited lifting up to 20 pounds to transport equipment.</li> </ul>
<p><b>WORKING CONDITIONS SPECIFIC TO POSITION:</b></p> <ul style="list-style-type: none"> <li>• Work is performed in a standard office environment (health unit office);</li> <li>• Limited exposure to adverse conditions such as verbal conflicts/verbally abusive callers;</li> <li>• Limited evening, weekend and overtime work is expected beyond scheduled work hours.</li> </ul>

I have read the Position Description and understand the duties and responsibilities as assigned.

**EMPLOYEE'S SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**MANAGER'S SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

*Position Approvals:*  
**DIRECTOR'S SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**MOH/CEO SIGNATURE:** Original document signed by Dr. C. Gardner, MOH  
**DATE:** \_\_\_\_\_

<p><b>POSITION HISTORY</b> Last review date: March 17, 2009 (approved)          July 19, 2019 Changed position title from Customer Service Representative to Health Connection – Registered Practical Nurse. Changed Service Area to Department</p>
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