

**Internal / External
20-62**

Position:		HEALTH CONNECTION – REGISTERED PRACTICAL NURSE		Number of Positions:	1
Classification:	TEMPORARY	NON-UNION	FTE:	0.8 = 28 HOURS PER WEEK	
Department:	PROGRAM FOUNDATIONS & FINANCE		Program:	HEALTH CONNECTION	
Location:	BARRIE		Anticipated Date of Hire:	NOVEMBER 2, 2020	
Salary Range:	\$35.47 - \$39.73 HOURLY		Position Duration:	Anticipated to last up to JUNE 25, 2021, which may be subject to an extension if required	
			Posting Date:	OCTOBER 7, 2020	
Criminal Record Check:	Required <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		Vulnerable Sector Screening:	Required <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
<p>Purpose of Position: The Health Connection - Registered Practical Nurse (HC - RPN) serves as one of the first points of contact for general inquires and requests for Health Connection (HC). The HC - RPN provides care to individuals, families and groups. The HC - RPN consults and/or refers to the appropriate public health professional or program for those clients with complex needs or requiring additional services.</p> <p>The HC - RPN applies a customer service philosophy to client interactions. Utilizing assessment skills, clinical knowledge and judgement, the HC - RPN determines client needs, provides education and counseling on public health topics and issues tailored to meeting those needs. The HC - RPN is responsible for documenting interactions with clients, and completing Requests for Service (RFS), in accordance with nursing practice standards and agency policy. The HC - RPN contributes to Health Connection Service improvement, and team and agency effectiveness through both independent and collaborative actions.</p>					
<p>Responsibilities: The Health Connection - Registered Practical Nurse (HC - RPN) responds to telephone, email and in-person inquires and requests for public health information and services in an open contact center environment. The HC -RPN gathers and analyses assessment data concurrently in order to provide counseling, recommendations and referrals to address the client’s needs. The HC - RPN works with multiple specialized computer applications and moves between the applications simultaneously.</p> <p>Further the Health Connection - Registered Practical Nurse:</p> <ul style="list-style-type: none"> • Contributes to the achievement of overall department and program goals. • Participates in the development, implementation and evaluation of the program operational plan and work plans. 					

- Provides nursing care and services to clients based on the principles of health protection, health promotion and disease and injury prevention as outlined in the Ontario Public Health Standards, provincial acts and regulations, department and program policies and procedures.
- Complies with agency and department policies.
- Actively participates in cross program and service collaboration.
- Contributes to team and agency effectiveness.
- Actively works to meet regulatory and professional requirements and standards in daily work.
- Books and registers clients into health unit clinic and class appointments based on assessment and program protocols.
- Refers clients to other health unit programs and services, and local community resources and services.

Specific knowledge, skills, abilities:

- Intermediate skill in applying clinical knowledge to collect health information, ask appropriate questions, and independently assess client needs to provide an appropriate response.
- Intermediate oral and written communication skills, particularly active listening skills to be able to complete telephone health assessments based on audio cues only.
- Intermediate conflict management and negotiation skills.
- Intermediate ability to recognize crisis situations in interactions with clients and to de-escalate challenging interactions.
- Intermediate skills in providing education and counseling to individuals based on assessed needs;
- Intermediate organizational and time management skills.
- Intermediate ability to multi-task including listening and documenting interactions simultaneously;
- Intermediate computer skills.
- Basic knowledge of relevant legislation e.g. Child and Family Services Act, ISPA, HPPA, PHIPPA.
- 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 healthy growth and development, immunization, infectious 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);
- Demonstrates customer service philosophy in interactions with clients;
- Ability to work independently within established parameters and to function effectively as a member of a team.

Education:

- Registered Practical Nursing Diploma (Two Year Program) from a community college.
- Current RPN certificate of registration with the College of Nurses of Ontario which is renewed annually.
- Current CPR Level C.

Related Experience:

Minimum of 3 years nursing experience.

Preference will be given to candidates with the following qualifications which are considered assets in this competition:

- Oral proficiency in French.
- Previous telenursing experience.
- Proficiency using MS Office 2013
- Brief or minimal contact intervention training for lifestyle counseling.
- Minimum 1 year of public health or community nursing experience.

Deadline: 4:00 pm, WEDNESDAY, OCTOBER 21, 2020

This is an internal non-union posting. External applicants may be considered when the internal recruitment process does not result in a successful internal candidate.

For further details: refer to the HEALTH CONNECTION – REGISTERED PRACTICAL NURSE position description on our website at www.simcoemuskoka.org

If interested in applying for this position, forward résumé with cover letter to Human Resources at hr@smdhu.org referencing posting # **20-62** in the subject line

For internal SMDHU applicants interested in applying for this position, please forward your completed application to Human Resources at hr@smdhu.org referencing posting #**20-62** in the subject line. Your formal application consists of submitting both an up to date résumé and a separate cover letter outlining how you meet the requirements and qualifications of this position. Please ensure you indicate in your application that you have the requirements and qualifications listed for this position otherwise it will be deemed you do not have them.

For External Applicants Only:

If interested in applying for this position, forward résumé with cover letter to Human Resources at hr@smdhu.org referencing posting # **20-62** in the subject line.

Due to the large volume of applications we receive, and to ensure your application is given due consideration, we kindly request all applications for this position include both an up-to-date resume, and a detailed cover letter including specific examples of how you meet the required qualifications and skills for this position. The cover letter is to clearly identify:

- a. How your education meets the educational requirements listed.
- b. How your experience meets the experience requirements listed.
- c. How your experience meets each of the required knowledge, skills and abilities listed.
- d. How your education and/or experience meet each of the listed assets, which are considered preferences.

Applicants who fail to satisfactorily provide the information requested above in their cover letter will be deemed to not meet the minimum job requirements listed in this job posting. Accordingly, their application will not be considered in this competition.

Following submission of your e-mailed cover letter and resume, you will receive a standard reply e-mail confirming your e-mail was received by SMDHU. If you do not receive this confirmation e-mail your electronic application was not received and you will not be considered. Also, if SMDHU's confirmation e-mail is dated/timed after the posting deadline, your application will not be considered.

If selected for an interview, candidates may be assessed through testing and/or by providing a presentation/portfolio highlighting examples of their work that is applicable to the position being applied to.

The Simcoe Muskoka District Health Unit is an equal opportunity employer. Accessibility accommodations are available for all parts of the recruitment process upon request. Due to the number of qualified applications we receive, only those selected for an interview will be contacted. All candidates must be legally entitled to work in Canada.