

**Internal / External
22-08**

Position:		HEALTH CONNECTION - REGISTERED PRACTICAL NURSE		Number of Positions:	Multiple
Classification:	CASUAL	NON-UNION	FTE:	MINIMUM 0.8 FTE = 28 HOURS	
Department:	PROGRAM FOUNDATIONS & FINANCE		Program:	HEALTH CONNECTION	
Location:	BARRIE		Anticipated Date of Hire:	FEBRUARY 22, 2022	
Salary Range:	\$37.27 – \$41.74 HOURLY		Position Duration:	ANTICIPATED TO LAST UP TO DECEMBER 31, 2022	
			Posting Date:	JANUARY 27, 2022	
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 causal Health Connection – Registered Practical Nurse (HC-RPN) role is centered around the COVID-19 phone response and is an integral team member of the agency’s COVID-19 pandemic response. The casual HC-RPN responds to general COVID-19 inquiries in a contact center environment and applies a customer service philosophy in their interactions with clients. The casual HC-RPN is responsible for adhering to legislative standards and/or requirements and agency policies. The HC-RPN may be assigned to other duties as required to further support the agency’s COVID-19 response.</p> <p>For further details refer to the HEALTH-CONNECTION - REGISTERED PRACTICAL NURSE position description.</p>					
<p>Responsibilities: The casual Health Connection - Registered Practical Nurse (HC - RPN) responds to general COVID inquiries from the public received through all methods of contact. The HC -RPN gathers and analyses assessment data concurrently in order to provide health education, counseling, recommendations and referrals to address the client’s needs and/or concern. The casual HC - RPN works with multiple computer applications and moves between the applications simultaneously.</p> <p>Further the Health Connection - Registered Practical Nurse:</p> <ul style="list-style-type: none"> • Utilizes assessment skills, clinical knowledge and judgement to address client’s concerns and/or needs. • Provides health education, counselling and advice on COVID-19 based on current provincial guidance and public health measures. • Consults and/or refers as appropriate for clients with complex needs and/or requiring additional services. • Documents client interactions in approved electronic applications as required. • Contributes to the team effectiveness and achievement of overall team and agency goals. 					
<p>Specific knowledge, skills, abilities:</p> <ul style="list-style-type: none"> • 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, ROA.
- Basic knowledge of public health science, 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.

Related Experience:

Minimum of 1 year relevant experience, particularly community 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.
- Previous experience in COVID-19 response.
- Brief or minimal contact intervention training.

Deadline: 4:00 pm, WEDNESDAY, FEBRUARY 09, 2022

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.

If interested in applying for this position, forward résumé with cover letter to Human Resources at hr@smdhu.org referencing posting # **22-08** 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 #**22-08** 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 # **22-08** 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.

Full COVID-19 vaccination is an essential requirement of the job. Full vaccination is defined as having received the full series of a COVID-19 vaccine or combination of COVID-19 vaccines approved by the World Health Organization (e.g., two doses of a two-dose vaccine series, or one dose of a single-dose vaccine series) and having received the final dose of the COVID-19 vaccine at least 14 days ago. SMDHU is an equal opportunity employer. The possibility of accommodation will be considered during the hiring process.

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.