

## Job Posting

**Position Title:** East Region Virtual Care Clinic (ERVCC) Program Coordinator

**Employment Status:** Full-time Contract until March 31, 2025

**Job Posting Deadline for Internal Candidates:** February 27th at 5:00pm

**Salary Range:** Annualized salary range \$54,019 - \$61,983 commensurate on skills and experience, plus participation in HOOPP.

**Hours of Work/Schedule:** 35 hours a week

**Position Reports to:** Senior Manager, Integrated Care and Experience

**Primary Location:** Oshawa

### Organization

**Durham Community Health Centre (DCHC)** is a registered, charitable organization that provides integrated, accessible, and equitable community-based primary care, wellness services, and health education to Durham community members who face multiple barriers to their health and well-being.

DCHC also provides equity-based programs and services that focus on priority populations such as Indigenous, Black, the 2SLGBTQI Community, Newcomers to Canada, Seniors, and Unattached patients (i.e., those without a family doctor), to name a few. DCHC ensures Durham community members receive not only sick care, but preventive care as well.

At DCHC, we are a team-based interprofessional group of staff including physicians, nurse practitioners, nurses, counselors, dietitians, outreach workers, medical secretaries, and other administrative staff. We always place every client at the centre of our approach to care, based on their needs. We address these needs through integrated clinical and wellness care and health education.

It's an exciting time to be joining DCHC, while we are embarking on an energizing path with a focus on making our biggest impact yet on local health care by diversifying, expanding, and leveraging our Strategic Plan, Theory of Change, Brand, Client Stories and Resources.

### DCHC's 2023 – 2026 Strategic Goals

- Drive Program and Service Integration and Client Experience Across All that DCHC Does
- Evolve Program Offerings to Improve Health Equity and Meet the Needs of DCHC's Priority Populations
- Establish DCHC as a System Advocate and Champion for Equity
- Enhance DCHC's Brand and Awareness Across Durham Region
- Become an Employer of Choice with a Focus on Recruitment, Retention, and Development

### Position Overview

The East Region Virtual Care Clinic (ERVCC) is new, free, Nurse Practitioner-led virtual walk-in-clinic that serves clients who are experiencing an urgent medical condition and need timely access to care throughout the Ontario Health East region (Pickering to Quebec border, all the way north and up to and including

Ottawa). The clinic serves clients with or without a primary care provider, and clients with or without a health card.

Clients, of any age, can register online, by telephone call, or via Health 811. Clients are preregistered and triaged based on priority and medical condition, prior to being contacted by a Nurse Practitioner. The clinic is open 7 days a week from 1:00pm-9:00pm

The Coordinator oversees the day-to-day functions of the East Region Virtual Care Program and works with the Clinical Manager to build internal capacity in the team, by coordinating the design, implementation and evaluation of the program. The Coordinator will facilitate the coordination of team functions such as data collection, meeting organization and client registration. The Coordinator will also ensure strategic linkages are developed with other programs, relevant committees and other key stakeholders to enable an evidence-based approach to care that is innovative and utilizes current therapeutic techniques within the ERVCC model. A systems perspective and innovative continuous quality improvement perspective is essential to success in this position. This virtual role may require evening and weekend hours

Additionally, this role will collaborate within the Agency's team structure, in support of goals that align with and achieve the Agency's strategy, Mission, Vision and Values through enabling supports to operational budget management across line units.

### **Key Responsibilities:**

#### *Coordination/Capacity Building*

- Oversee scheduling of ERVCC team for client and the ERVCC regional hub needs
- Assist ERVCC clinicians with managing clinic needs, schedules and client follow-up as necessary
- Set up EMR scheduling templates for staff schedules
- Designs and develops administrative procedures and protocols for the ERVCC Team
- Provides project coordination for ERVCC Team and regional partnerships with Ontario Health East and other partners.

#### *General Administration*

- Support and work with the team to develop training materials to ensure that the goals of the program are being achieved and the needs of those requesting training are being met
- Routinely compile, enter and report confidential data at agency and funder's request
- Design and develop training materials
- Ensure that all necessary reports are completed and submitted to the appropriate sources meeting set deadlines
- Participate in the planning of program evaluation initiatives and track the work plan for the current fiscal year with team members
- Participate as a team member in all team functions- program planning, team meetings, inter-team meetings, and case conferences
- Maintain and develop professional competence and learning
- General administrative assistance in collaboration with support team
- Perform other related duties as assigned
- Monitoring the quality and effectiveness of virtual care services through performance metrics, client feedback, and outcome evaluations.

- Providing training and education to healthcare providers and staff on virtual care protocols, technology usage, and patient communication.
- Ensuring adherence to regulatory requirements and standards, such as PHIPA compliance
- Managing and analyzing data to identify trends, improve outcomes, and optimize program performance
- Providing support and assistance to clients participating in virtual care programs, including scheduling appointments, troubleshooting technical issues, and addressing concerns
- Supporting and managing client concerns

Other duties within scope of duties include:

- Assists, as assigned, in the orientation and training of new staff on the team
- Consults regularly with local agencies or community resources concerning resource development and program planning which is pertinent to the patient/client population
- Adheres to and applies organization wide policies and practices in support of organizational health, and performances
- Adheres to and applies established compliance measures within legislative requirements and equity principles (e.g., AODA, Human Rights Code, and Ontario Employment Standards)
- Champions and supports Employee Engagement efforts and initiatives
- Ensures scope of duties/accountabilities adheres to established Health & Safety program, policies and procedures
- Other duties as assigned by the manager and the director

**Key Qualifications**

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1. Baccalaureate degree in relevant health or social science related field or equivalent in experience
2. 3-5 years of experience within a healthcare setting required
3. Experience working in a virtual care program considered a strong asset
4. Working knowledge of healthcare regulatory requirements
5. Sensitivity and awareness of cultural, racial, economic, and socially diverse communities
6. Proven experience in program development, implementation, monitoring and evaluation.
7. Capacity to maintain professional links with partner agencies, colleges and universities.
8. Experience working with diverse agencies and working successfully in partnership with these agencies.
9. Thorough knowledge and understanding of the local health and social service sector, government programs and current legislation that may affect clients.
10. Demonstrated ability to work under pressure, to anticipate potential problems/conflicts and take appropriate actions and to meet deadlines.
11. Excellent interpersonal, presentation, and communication skills
12. Demonstrated ability to work independently and as a team member within an evolving role in a multidisciplinary environment.
13. Excellent knowledge of MS computer applications and other office related software
14. Experience working with Oscar Pro and Ocean Referral, preferred

15. Must be able to work in a variety of social and physical settings.
16. Ability to provide support and input into departmental objectives as aligned with Agency's Strategy, to assist in evaluating and continuously improving work processes.
17. Valid Ontario Driver's license

**Full vaccination against COVID-19 is mandatory for this position (Durham CHC will however adhere to its duty to accommodate those who are unable to be fully vaccinated for a reason related to a human right protected ground).**

### **Application Process:**

1. If you are interested in being considered for this position, please submit a cover letter and resume outlining your qualifications and expectations by email to [recruiting@durhamchc.ca](mailto:recruiting@durhamchc.ca) . This position will remain posted until filled.
2. While we thank all applicants for their interest in applying, only those qualified and considered for an interview will be contacted. All applicant submissions will be kept on file for six months, for future consideration.
3. All applicants are encouraged to provide a valid email address for communication purposes. Applicants may receive written correspondence regarding this job posting directly to the email address provided on their resume. As an applicant, it is your responsibility to ensure that you check your email regularly.
4. All positions are 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).

**Durham 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 Human Resources at 905-723-0036, or by email to [recruiting@durhamchc.ca](mailto:recruiting@durhamchc.ca). **Durham Community Health Centre, and staff are dedicated to creating an inclusive environment that welcomes diversity.**