

Job Posting

Position Title: Geriatric Assessment Intervention Network (GAIN) Coordinator

Employment Status: Permanent Full-time

Job Posting Deadline for Internal Candidates: July 26th, 2024, at 5:00pm

Hours of Work/Schedule: Monday to Friday, 35 hours a week

Position Reports to: Senior Manager, Integrated Care and Experience

Salary Range: Annualized salary range \$55,100 - \$63,223, commensurate on skills and experience, plus participation in HOOPP.

Primary Location: South Oshawa & Pickering ON; (with flexibility to transition to/work at other DCHC sites as required).

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

This position works within an interprofessional team-based model. The Coordinator oversees the day-to-day functions of the GAIN Program and works with the Manager to build internal capacity in the team, by coordinating the design, implementation, and evaluation of the program to meet learning needs. 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 CHC model. A systems perspective and innovative continuous quality improvement perspective is essential to success in this position.

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:

- Oversee scheduling of GAIN team for client and agency needs
- Assists GAIN Geriatricians with managing clinic needs, schedules, and client follow up as necessary.
- Set up of PSS EMR scheduling templates for staff schedule
- Designs and develops administration procedures and protocol for GAIN team with GAIN network of regional sector
- Provides project coordination for GAIN team and network partnership with CE LHIN, Lakeridge Health Organization, Ontario Shores, and other partners.
- Support project plans for the program.
- Provides experienced training and development of approved training materials and support materials for staff and clients within GAIN mandate. This includes collaboration with necessary team members such as HR and other partners within the Agency and across GAIN network.
- Ability to navigate health care system to support clients i.e.: medical and mental health referrals, community services, support services.
- Support administrative tasks to establish protocols, policies, directives and other administrative tools for GAIN team and agency
- Develop and maintain referral and follow up procedure
- Network with internal and community partners.
- Routinely compile, enter, and report confidential data at agency and funder's request.
- Design and develop training materials, when needed.
- 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.

Other duties within scope of duties include:

- Acts as liaison for GAIN team within GAIN network.
- Acts as liaison for clients, families, visitors, physicians, staff, volunteers, CE LHIN and Community Care partners.

- Assists, as assigned, in the orientation and training of new staff on the team.
- Greets clients and verifies information to ensure information on chart is current and up to date.
- Answers telephone, fax, and client call system.
- Consults regularly with local agencies or community resources concerning resource development and program planning which is pertinent to the 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

1. B.A. 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. Administration/coordinating experience working within Geriatrics support and in a community, setting is 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. Must be able to work in a variety of social and physical settings.
15. Ability to provide support and input into departmental objectives as aligned with Agency's Strategy, to assist in evaluating and continuously improving work processes.
16. 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 . 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. **Durham Community Health Centre, and staff are dedicated to creating an inclusive environment that welcomes diversity.**