

## Job Posting RN – ERVCC

**Position Title:** East Regional Virtual Care Clinic (ERVCC) Nurse (RN)

**Job Posting Deadline for Internal Candidates:** October 7, 2024, at 5:00pm

**Employment Status:** Temporary Full-time Contract until March 31, 2025 (with the potential for extension)

**Position Status:** This is a Bargaining Unit position. All terms and conditions of the collective bargaining agreement apply.

**Salary Range:** Annualized salary range \$71,655.00 - \$76,728.00, commensurate on skills and experience, plus optional participation in HOOPP.

**Hours of Work:** 35 hours per week. The ERVCC Clinic runs daily from 1pm-9pm, 7 days a week

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

**Location:** Primarily Remote with flexibility to travel to any Durham CHC location as required. Residents of Ontario Health East Region are strongly preferred.

### Program Description

The East Region Virtual Care Clinic (ERVCC) is a free, Nurse Practitioner-led virtual clinic serving clients experiencing urgent medical conditions and needing timely access to care throughout the Ontario Health East region (Pickering to the Quebec border, extending north and up to and including Ottawa). Launched in August 2023, the clinic is still in its development stages and serves clients with or without a primary care provider or health card. The clinic operates 7 days a week from 1 pm to 9 pm.

### Position Overview

The East Regional Virtual Care Clinic Nurse will provide comprehensive, client-centered support to the Nurse Practitioners, in a virtual environment, focusing on accessibility, health promotion, illness prevention, and continuity of care. This role emphasizes understanding the social determinants of health that impact client well-being. The nurse will practice to their full scope as outlined by the College of Nurses of Ontario (CNO) guidelines, emphasizing supportive, preventive, therapeutic, and rehabilitative care.

While the role is primarily virtual, travel to Pickering and Oshawa sites may be required occasionally. The nurse will collaborate with an inter-professional team and will demonstrate leadership in championing program goals and values.

### Key Responsibilities

#### Primary Health Care (Virtual)

- Provide virtual client-centered primary care to individuals, couples, and families, recognizing social determinants of health, in consultation with the Nurse Practitioner team.
- Perform virtual triage for incoming client appointments, prioritizing care based on urgency.
- Update patient medical histories and medication lists in the Electronic Medical Record (EMR) system.
- Convey normal and non-critical abnormal lab results to clients and provide appropriate follow-up.

- Conduct simple monitoring (e.g., diabetes management, blood pressure checks) virtually, providing education and guidance as needed.
- Prepare for prescription renewals by performing medication reconciliation, reviewing home monitoring readings, and checking relevant lab results.
- Manage referrals, including processing, tracking, and updating patient records.
- Screen and manage the lab results inbox, ensuring timely communication with clients and care providers.
- Support the Nurse Practitioner team will sending consult notes to clients with primary care providers and/or specialists
- Provide education to clients on various health topics, including diabetes, hypertension, blood pressure management, and care for new mothers.
- Assist in follow-up for clients, ensuring a comprehensive and coordinated approach to care.
- Support clients with community navigation, where possible
- Collaborate with other Ontario Health Teams to support clients with community linkages
- Participate in inter-professional consultations with internal and external health service providers within the client’s circle of care.
- Maintain accurate and up-to-date documentation of all client encounters using the EMR system.
- Collaborate with all team members including the program manager, program coordinator, nurse practitioners, and medical secretaries.
- Contribute to process and quality improvement, to support expanding and optimizing the ERVCC

**Qualifications**

- **Education:** Nursing Degree - Bachelor of Science in Nursing (BScN).
- **Certification:** Current member in good standing with the College of Nurses of Ontario (CNO).
- **Experience:** Minimum of 5 years’ experience in primary care and/or virtual care settings.
- **Skills:**
  - Experience with Oscar Pro, Ocean Referral and other provincial eHealth assets/ systems is preferred.
  - Computer proficiency is required
  - Resident of East Region preferred
  - Excellent interpersonal, communication, assessment, problem-solving, and decision-making skills
  - Ability to convey information to clients effectively in a virtual setting.

- Experience in supporting the resolution of client concerns
- Established ability to accurately complete required documentation, reports and forms
- Demonstrated ability to work independently in a virtual environment while collaborating with an inter-professional team.
- Comfort working in a developing and evolving program
- Knowledge of the health care delivery system and assist clients with navigating community resources
- Effective time management, prioritization and organizational skills, with the ability to work independently and co-operatively in a busy multidisciplinary virtual environment

**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:**

- 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.
- 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.
- 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.
- 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.**

