

**WINNIPEG REGIONAL HEALTH AUTHORITY
POSITION DESCRIPTION (Non-Management)**

DATE: April 19, 2017
Revised: July 26, 2021
Revised: October 14, 2021

POSITION TITLE: Access Coordinator
(previously CHSS)

JOB CODE: 30002092
UNION: MAHCP

DEPARTMENT: Long Term Care

SUPERVISOR'S TITLE: Transition Manager of the Long Term Access Centre/Community Housing Options

SUPERVISORY RESPONSIBILITIES:

EDUCATION:

- BSW, OT, PT, BSc PN, RPN, BN, RN, SLP, RD, or related health/human service degree required.

EXPERIENCE:

- 4 years of experience- in long term care or community care and knowledge with respect to the variety of services available.
- Must have experience in case management, assessment and conflict management.
- Experience working in an acute care environment preferred.

OTHER:

- Excellent communication and interpersonal skills.
- Strong commitment to customer satisfaction.
- Knowledge and skill related to assessment and case management.
- Demonstrated organizational skills.
- Innovative, highly motivated and an energetic team player.
- Ability to negotiate with clients, families and other stakeholders to facilitate efficient placement in the most appropriate environment.
- A demonstrated ability to work independently and collaboratively within a team environment.

LICENCES, REGISTRATIONS:

- If successful applicant is a Registered Dietitian, must be a graduate of a recognized dietetic internship program accredited by Dietitians of Canada.
 - Must have a vehicle and possess a driver's license.
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I. MAIN FUNCTION:

The Access Coordinator coordinates the assessment and placement of clients within the Long Term Care continuum of services. The Access Coordinator is responsible for coordinating and completing assessment applications, coordinating referrals to the appropriate facilities and services, and maintaining the waitlist of persons eligible for the Long Term Care Continuum of Services.

II. POSITION DUTIES AND RESPONSIBILITIES:

1. **Assessment:** Conducts the assessment of clients and participates in determining the clients' eligibility for long term care to ensure that clients receive the most appropriate long term care services, based on client need and preferences.
 - 1.1 Conducts a comprehensive assessment of the client.
 - 1.2 Collaborates with clients, families and professional care team to determine the clients' eligibility for long term care services.
 - 1.3 Discusses the applications with hospital and community health care personnel and clients / families to ensure all options have been explored to maintain the individual in the community for as long as possible.
 - 1.4 Provides information to applicants and their families regarding the assessment placement process.
 - 1.5 Reviews information with clients, families and care providers to facilitate the selection of an appropriate long term care environment.
 - 1.6 Ensures that clients are placed on the appropriate waiting list in an equitable manner.
 - 1.7 Maintains accurate, current files on clients and reports any changes in the clients' status that may affect placement to the appropriate stakeholder (e.g.) admitting PCH's, hospital discharge coordinator.
 - 1.8 Assist community co-workers to manage community clients at risk in the safest most appropriate manner.
2. **Placement:** Collaborates with individuals and teams to coordinate the placement of clients approved for placement from the hospital, the community, and other Personal Care Homes into the Long Term Care Continuum of services.
 - 2.1. Maintains the waiting list and coordinates the referrals of applications to the appropriate facilities.
 - 2.2. Coordinates inter-institutional transfer of clients and clients living outside of Winnipeg who are eligible to receive care in a variety of WRHA Long Term Care facilities as assigned by the Director, Long Term Care Access Centre.
 - 2.3. Provides consultation and information in relation to the placement process, the selection criteria specific to each home and the clients status on the wait list.
 - 2.4. Negotiates changes in placement with the client and family resulting from changes in the clients' status.
3. **Information Management:** Participates in the development and management of an automated information system.
 - 3.1 Collaborates with clerical staff to maintain and monitor the electronic database with respect to items such as client demographic data, clinical data, facility choices, position on the waitlist, and location of the client.

4. **Quality Improvement:** Provides leadership in promoting client/family and customer satisfaction.
 - 4.1 Establishes effective communication mechanisms with clients, families, service providers, and portfolio sponsors and partners.
 - 4.2 Responds to inquiries in an appropriate and timely manner.
 - 4.3 Collaborates with co-workers, peers and colleagues and works as a member of the team.
 - 4.4 Participates in the evaluation of the Long Term Care Access Centre with respect to processes for assessment, determining eligibility for long term care services, and placement.
 - 4.5 Participates in identifying, developing and implementing quality improvement initiatives based on evaluation outcomes.
5. **Education and Research:** Participates in and promotes educational opportunities and research projects.
 - 5.1 Participate in inservices to gain knowledge in relation clinical issues and professional development.
 - 5.2 Conducts inservice education sessions for co-workers, clients and families as required.
 - 5.3 Facilitates clinical experiences for students.
 - 5.4 Utilizes research findings.
 - 5.5 Participates in research projects.
6. **Leadership:** Promotes excellence in the provision of quality services.
 - 6.1 Participates in the planning, development and implementation of policies and procedures for the Long Term Care Access Centre as directed by the Director
 - 6.2 Assists in the identification of emerging trends and issues, and recommends appropriate action.
 - 6.3 Participates in working groups and committees as directed by the Director.
7. **Other duties as assigned:**
 - 7.1 Provides vacation relief coverage for co-workers.
 - 7.2 Provides assistance to co-workers as directed by the Director.
 - 7.3 Demonstrates a commitment to self-development.
 - 7.4 Evaluates own performance on an ongoing basis.
 - 7.5 Maintains confidentiality of all client-related matters.
 - 7.6 Performs other duties and services as requested from time to time.