



Winnipeg Regional Health Authority Office régional de la santé de Winnipeg
Caring for Health *À l'écoute de notre santé*

WINNIPEG REGIONAL HEALTH AUTHORITY POSITION DESCRIPTION (Non-Management)

DATE: March 18, 2013

POSITION TITLE: CARE CONNECTOR - PRIMARY CARE

JOB CODE: 30001883

UNION: MGEU 220

DEPARTMENT: PRIMARY CARE

SUPERVISOR'S TITLE: Manager - Centralized Community Health Services

SUPERVISORY RESPONSIBILITIES: () **None**
Number Titles of those supervised

EDUCATION:

- Bachelor's degree in a relevant healthcare discipline required.
- A suitable combinations of relevant education and experience may be considered.

SPECIAL TRAINING:

- Competent in Windows-based computer programs (Word, Excel, PowerPoint, Outlook).
- Previous experience with database software preferred.

EXPERIENCE:

- Minimum four years recent clinical experience working in a healthcare environment required with past experience in a medical clinic preferred.
- Experience working with diverse populations and/or community health services, across various health disciplines required.
- Thorough knowledge of the healthcare system at the regional health authority level and within the Province of Manitoba required, including knowledge of: processes and structure of regional healthcare programs and services; cultural and other demographic influences on regional program and service needs; structures, daily processes, challenges and issues in a primary care clinic-based environment; available internal, external and community resources, with the ability to effectively utilize resources to meet organizational objectives.

OTHER:

- Ability to learn and adapt quickly in a changing work environment.
- Strong situational assessment skills.
- Familiarity with aboriginal history, practices and issues preferred.

- Strong organizational, problem solving, verbal and written communication skills.
- Strong interpersonal skills, with demonstrated ability to build relationships and work effectively across various health disciplines.
- Strong facilitation skills and knowledge of the principles of adult learning.
- Ability to network across community agencies and other community organizations.
- Ability to work independently with minimal direction.
- Ability to work flexible hours, including evenings and weekends.

PHYSICAL DEMANDS AND WORKING CONDITIONS:

- Physical and mental health necessary to meet the demands of the position.

LICENCES, REGISTRATIONS:

- Valid class 5 Manitoba driver's license and access to a reliable vehicle, with ability to travel within Manitoba.

MAIN FUNCTION: (In Order of Importance):

Under the general supervision of an executive manager assigned by the Regional Health Authority and under guidance from the Provincial Coordinator - Family Doctor Connection Program, the regional Primary Care Connector (Care Connector) has a key role in achieving the RHA's and government commitment that all Manitobans will have access to a family doctor by 2015. The incumbent facilitates and coordinates stakeholders and activities within the health region to achieve the goal of attaching all identified unattached residents (those without a family doctor) to a primary care clinic (their "home clinic"). Through use of the Unattached Patient Registry (part of the enhanced Family Doctor Connection Program), the Care Connector acts as a referring agent between physicians/nurse practitioners and individual Manitobans. The Care Connector's primary role is to develop relationships with local primary care providers, promote the Family Doctor Connect Program within the communities they serve, and support providers to problem-solve around participation in the program. They monitor the list of program registrants, maintain a list of available physicians or nurse practitioners, assess needs and facilitate referrals. The role will be developed through a phased approach that aligns with the phased development of the Program registry.

ILLUSTRATIVE EXAMPLES OF ACTIVITIES OF POSITION:

Referral and Assessment

- connects registrants with a potential provider "match" using the provincial Unattached Patient Registry as a "central intake" tool to identify unattached patients/communities in the region.
- assesses registrant clinical needs in relation to provider suitability (future enhancement).
- encourages and supports registrants who face a longer wait time in continuing their efforts to find an appropriate provider during the attachment process.

- problem-solves inquiries and issues based on registrants' needs and services available.
- respects registrants' privacy, autonomy, ethnic, spiritual, linguistic, familial, and cultural differences.

Accessing Resources and Linking

- works with primary care clinics in the region to: identify their ability to attach more patients or communities; help identify and address barriers; encourage practice change to support attachment; identify potential community partners; and connect individuals/communities with clinics.
- brings evidence based office efficiency ideas to primary care clinics; assists clinics in identifying additional options to increase capacity for accepting new patients (e.g. Advanced Access).
- identifies and encourages opportunities to network between primary care clinics in the community.
- dialogues re: business implications and identifies fee-for-service clinics interested in partnering with Manitoba Health to incorporate an alternate provider (e.g. physician assistant, registered nurse or registered psychiatric nurse) in return for an agreement to attach more patients.
- links with RHA management, programs and sites/services to identify opportunities to assist clinics in increasing capacity for new patients.
- reports to designated RHA executive lead to ensure integration with goals and objectives; identify and problem solve issues as they arise; and report on progress.
- maintains regular communication with Provincial Primary Care Connector as well as other regional Care Connectors to support coordination, consistency and learning within the Family Doctor Connect Program.

Monitoring and Documentation

- maintains registry database and submits reports according to standards established by the Family Doctor Connection Program.

Evaluation

- participates in evaluation of program impact and trend analysis.

Community Relations

- works with regional stakeholders to engage and involve community partners in identifying unattached residents and encouraging involvement with program.
- works with RHA communication services to implement regional communication plan.

The position duties and responsibilities listed above reflect core functions of the position. Related duties and responsibilities may be assigned as necessary to the operation of the program.

- adheres to all safety and health regulations and safe work practices.
- may be required to perform other duties and functions related to this job description not exceeding above stated skills and capabilities.