Job Description

Job Title:	**Regional Primary Care Connector**				
Department:	Primary Care Clinics				
Code #:	JD-22-150	**Employee Group:**	MAHCP	**WS#: (FAC)**	NA
Issue Date:	February 11, 2015		**Last Edit Date:**	June 27, 2019	

Summary:	The Regional Primary Care Connector (Care Connector), as a member of the Primary Care team and with guidance from the Provincial Family Doctor Finder program, has a key role in supporting integrated community health as a key component of the Provincial Clinical and Preventative Services Plan. Facilitates and coordinates the connection of residents without ongoing primary care to a primary care clinic ("Home Clinic"). Supports regional data and regular consultation with the primary care team and facilitates connection of unattached clients to a Home Clinic and physician or nurse practitioner using the Unattached Patients Registry (Family Doctor database). Monitors the list of program registrants and works collaboratively with clinics to maintain a list of available physicians or nurse practitioners. Regularly assess needs and facilitates connection to appropriate services when available. Actively seeks outreach to attach clients who are not currently accessing services such as vulnerable or marginalized populations. The incumbent must fulfill the requirements of the Criminal Records/ Vulnerable Person, Child Abuse Registry Check and Adult Abuse Registry Check, and adhere to all Northern Health Region policies and procedures.
Reports to:	Director, Primary Care and Clinics

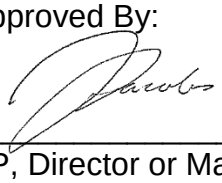
Competencies / Requirements:

Degrees, Certificates and Licenses:	• University degree in a health-related discipline at a Bachelor's level (a suitable combination of relevant education and experience may be considered) • Valid Manitoba Class V driver's license, access to a vehicle, and willingness to travel the region year round
Knowledge:	• Minimum five (5) years' experience working in a community health care environment; past experience in a medical clinic • Clinical background and experience with problem-solving individual patient needs • Awareness of regional health authority needs relating to cultural and other demographic influences on program needs • Knowledge regarding daily processes, structures, challenges and issues in a primary care clinic-based environment • Thorough knowledge of available internal, external and community resources, and ability to effectively utilize resources to meet organizational objectives • Working knowledge of Windows based programs (Microsoft Word, Excel and Outlook, Power Point, Publisher) and Internet

Skills:	• Effective written and verbal communication skills • Ability to speak Cree an asset • Respects and promotes a culturally diverse population • Ability to work effectively in a multi-disciplinary team and independently • Experience working with diverse populations and/ or community health services, across various health disciplines is essential • Public speaking and community networking experience considered an asset • Knowledge and respect of Indigenous culture and experience in working effectively with Indigenous populations • Strong situational assessment skills
Duties:	1. Advocates on behalf of the Northern Health Region 2. Promotes safety and health in the workplace 3. Contributes to a culture of client and staff safety 4. Provides consultation of other healthcare professionals, agencies or referral sources, clients and the general public 5. Refers registrants and assesses the clinical needs of registrants in the Unattached Patient Registry 6. Monitors and documents the Unattached Patient Registry Database 7. Ensures effective communication within the department and organization 8. Ensures Continuous Quality Improvement 9. Demonstrates professionalism within Code of Conduct 10. Demonstrates Leadership Qualities 11. Ability to recognize and pursue self-development opportunities 12. Assists with training new staff as required
Working Conditions:	• Primary day shift, Monday to Friday • Weekend and evening work on occasion • Travel including gravel and winter roads and, where applicable, by small plane throughout region with some provincial and outlying area coverage
Decision Making:	• Daily management of patient care activities of department • Responding to client/family/worker inquiries/complaints and provide resolution to issue • Responsible for problem solving in collaboration with other members of the healthcare team and/or patients/residents/clients/families/major stakeholders
Key Working Relationships:	• Director Primary Care and Clinics • Manitoba Health Family Doctor Finder Program • Primary Care Team • Indigenous Services • Clients/Families • General Public
Direct Reports:	• None

It is understood that the duties and responsibilities contained in this job description are representative of those necessary to carry out the functions of the position, however they do not limit the incumbent from performing other related duties.

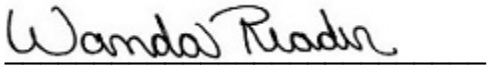
Approved By:



July 2, 2019

VP, Director or Manager — Date

Reviewed by Human Resources:



July 3, 2019

VP Human Resources & Chief HR Officer — Date

JOB DUTY ACTIVITIES FOR

REGIONAL PRIMARY CARE CONNECTOR
JD-22-150

Job Duties from Job Description	Performance Measures
1. Advocates on behalf of the Northern Health Region	1.1 Promotes the mission, vision, values and goals of the NHR 1.2 Maintains confidentiality in accordance with the Personal Health Information Act (PHIA), Freedom of Information and Privacy Protection Act (FIPPA), NHR policies and any other applicable legislation 1.3 Adheres to all NHR policies 1.4 Maintains an acceptable state of health in accordance with the Attendance Support & Assistance Program (ASAP)
2. Promotes safety and health in the workplace	2.1 Takes care to protect own health and safety 2.2 Takes all precautions necessary to protect the safety and health of other workers 2.3 Understands and follows legislation and workplace safety and health requirements 2.4 Reports incidents and unsafe acts and hazards 2.5 Cooperates with Workplace Safety and Health Committee and Employer on safety and health issues 2.6 Complies with the Respectful Workplace Policy 2.7 In collaboration with, and under the supervision of the Manager/Designate, ensures hazards are identified and proper steps are taken to control the risks, monitors work areas and corrects unsafe work acts and conditions, instructs/coaches workers to follow safe work procedures and ensures necessary personal protective equipment is provided to workers and used properly 2.8 In collaboration with and under the supervision of the Manager/Designate, ensures equipment is properly maintained, ensures colleagues have the information, training, certification, supervision and experience to do their jobs safely and assist with safety handling, storage and disposal of chemical and biological substances in the workplace
3. Contributes to a culture of Client Safety	3.1 Commits to client safety as a key professional value and an essential component of daily practice 3.2 Uses appropriate protective clothing/equipment 3.3 Integrates client an staff safety practices into daily activities 3.4 Understands client safety practices that reduce the risk of adverse events such as infection control, injury prevention, safe administration of medication, and risk awareness 3.5 Recognizes, responds and reports adverse events and near misses
4. Provides consultation of other healthcare professionals,	4.1 Responds to requests for information as a member of the team to support treatment plan of related healthcare professionals, providing services to the same client base

agencies or referral sources, clients and the general public	4.2 Provides documentation as requested by other healthcare professionals 4.3 Develops treatment plans to be implemented by other healthcare professionals
5. Refers registrants and assesses the clinical needs of registrants in the Unattached Patient Registry	5.1 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 5.2 Assesses registrants’ clinical needs in relation to provider suitability (future enhancement) 5.3 Encourages and supports registrants who face a longer wait time in continuing their efforts to find an appropriate provider during the attachment process 5.4 Problem-solves inquiries and issues based on registrants’ needs and services available 5.5 Respects registrants’ privacy, autonomy, ethnic, spiritual, linguistic, familial, and cultural differences
6. Monitors and documents the Unattached Patient Registry Database	6.1 Maintains unattached patient registry database and submits reports according to standards established by the Family Doctor Finder Program 6.2 Prepares, maintains and secures all patient documentation in accordance with professional and NHR standards and policies 6.3 Tracks and reports on unattached registrant trends in order to access those who need attaching
7. Ensures effective communication within the department and organization	7.1 Communicates and consults with the Director, Primary Care and Clinics 7.2 Ensures communication and responses to inquiries are addressed in a timely and effective manner 7.3 Communicates and works effectively with client, interprofessional team, and other stakeholders, using client-centered principles that address physical, cultural or other barriers to communication and manages professional relationships 7.4 Works with regional stakeholders to engage and involve community partners in identifying unattached residents and encouraging involvement with program 7.5 Works collaboratively with primary care leadership and physicians/nurse practitioners to support the connection of unattached clients to a provider. 7.6 Works with RHA communication services to implement regional communication plan 7.7 Identifies and encourages opportunities to network between primary care clinics in the community 7.8 Maintains regular communication with the Manitoba Health Family Doctor Finder Connection program as well as other Care Connectors in the province to support coordination, consistency and learning within the Family Doctor Finder Program
8. Ensures Continuous Quality Improvement	8.1 Participates in evaluation of program impact and trend analysis

	8.2 Participates in the collection, analysis and dissemination of regional capacity data to primary care clinics and providers. 8.3 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 8.4 Participates in regular operational and quality team meetings to support ongoing integration of role within the region 8.5 Participates in quality improvement, program evaluation, and research initiatives in collaboration with interdisciplinary team and key community partners in order to demonstrate improvement to health outcomes of the practice population 8.6 Participates in Accreditation process and committee activities 8.7 Performs in a manner that minimizes risk and exposure to personal and/or corporate liability 8.8 Embraces LEAN methodology 8.9 Embraces Advanced Access methodology
9. Demonstrates professionalism within the Code of Conduct	9.1 Demonstrates the ability to accept and adjust to change 9.2 Assumes responsibility for own actions 9.3 Exhibits initiative in the work environment 9.4 Appears professionally as described in the NHR and department dress code policies 9.5 Reports for work as scheduled in a prompt manner 9.6 Demonstrates a commitment to their clients, public and profession 9.7 Adheres to the Code of Ethics recognized by the provincial regulatory organization 9.8 Practices within scope of professional and personal limitations and abilities 9.9 Demonstrates flexibility in problem solving in processes with improvements, such as introduction of new equipment, new chemicals, new procedures 9.10 Communicates and participates in problem solving with coworkers and supervisors
10. Demonstrates Leadership Qualities	10.1 Demonstrates leadership competencies as outlined in the NHR Leadership Competency Framework 10.2 Leadership Competency Self-Assessment – Leading in Place
11. Ability to recognize and pursue self-development opportunities	11.1 Reviews and keeps up-to-date with policies and procedures of the NHR 11.2 Completes Absorb mandatory courses as required 11.3 Attends required staff training sessions, in-service programs, or seminars as required 11.4 Maintains and updates skills and certification(s) as required 11.5 Maintains knowledge of new developments in departmental areas through journal review, interest groups, lectures, and committee work 11.6 Attends scheduled staff meetings and any other required meetings 11.7 Uses self-evaluation, new learning, and evidence in professional development 11.8 Demonstrates commitment to continuing competence

12. Assists with training new staff as required	12.1 Participates in orientation of new staff as necessary 12.2 Provides guidance to learners as required