

Position Title: **Chronic Disease Coordinator**

Program/Service: Primary Health Care Program

Labour Class:

Union: MAHCP

Date: 2023

Education/Training Required:

1. Bachelor of Science (Human Nutritional Sciences) and completion of an accredited dietetic internship program required.
2. Current registration with the College of Dietitians of Manitoba required.
3. Certified Diabetes Education an asset.

Position Summary:

- A. Clinical Team Management and Leadership
- B. Management Team
- C. Program Development and Coordination.
- D. Health Promotion, Chronic Disease Management and Clinical service
- E. EMR – Documentation and Document Management
- F. Student Support and Mentorship
- G. Quality Improvement (QI) and Patient/Client Safety
- H. Integration, Collaboration & Teamwork

Responsibilities:

- A. Clinical Team Management and Leadership
 - a. Responsible for recruitment of designated professional team members including – placing advertisements and postings on

website and externally. Supports other coordinators with recruitment strategies including interviews.

- b. Responsible for hiring, orientating, training, and evaluating of Chronic Disease Team members including Foot Care Nurses.
- c. Works with Executive Director and/or HR Officer in cases of disciplinary action or performance management.
- d. Coordinates staff schedules including projects, vacation, relief etc.
- e. Provide supervision, mentorship and support to staff as needed, including scheduling debriefing sessions.
- f. As part of the PC Leadership Team – ensure Team functioning, integration, collaboration and competence through:
 - Coordination and chairing of designated regular team meetings: Chronic Disease, Mobile Screening, Primary Care, Foot Care, etc.;
 - Ensuring team access to continuing education i.e., workshops, on site presentations, Telehealth, etc.;
 - Review, update and dissemination of new policies, team processes and practice guidelines;
 - Coordinating Team Planning events / retreats.
- g. Supports team members with complex client cases including managing client complaints, managing conflict and offering mediation as required.

B. Management Team (MT)

- a. Actively participates at regular and ad hoc Management Team meetings and Primary Care Leadership Team meetings.
- b. Represent direct reports at Team meetings – bringing forward issues and working jointly on solutions.
- c. Jointly with Primary Care Director, Medical Director and Facility and Admin Coordinator – ensures integrated, timely and effective day to day operations – phone lines / fax transmissions / front desk

communication, back up relief, disturbance related issues, appointment bookings etc.

- d. Participates in and takes a lead role as required on designated Management Team projects and activities i.e., Strategic Planning sessions, Staff Retreats, AGM planning etc.
- e. Acts as a back-up coordinator for Primary Care Director and shares joint responsibilities as assigned.

C. Program Development and Coordination

- a. Takes a lead role in the development, implementation and evaluation of innovative Chronic Disease programs at NorWest using Health Equity and Health Promotion lens.
- b. Supports the team in the planning, promotion and delivery of specialized collaborative health promotion / chronic disease management and screening clinics and groups out of Access NorWest and other community locations as required:
 - Mobile Screening, HANS KAI, Diabetes sessions, etc.
- c. Takes a lead role and/ or supports team members with funding and research proposals as required.
- d. Supports community people and NorWest Teams in identifying health and social concerns/needs and generate appropriate processes and programs designed to meet those needs.
- e. Collaborates and supports team members in the development of appropriate educational and promotional materials, where necessary, to support and encourage community health programs including social media. i.e., HANS KAI Tool Kit
- f. Supports team members with resource allocation and supplies acquisition for program delivery.
- g. Responsible for creating and maintaining partnerships with identified businesses and health agencies to ensure collaborative approach to program delivery, resource sharing and enhanced client access.

- h. Actively participates and/or chairs related program planning and evaluation team meetings to determine and develop as needed data collection and evaluation tools (surveys etc.,).
- i. Responsible for the ongoing monitoring and data collection of selected programs as required to meet funding requirements and standards of care.

D. Health Promotion, Chronic Disease Management and Clinical Service

- a. Provides lifestyle assessment and counselling related to health, fitness and nutrition both on an individual and group basis out of Access NorWest and designated community locations as required.
- b. Participates in the delivery of innovative health promotion and chronic disease programs and screening clinics out of designated locations.
- c. Provides outreach home visits for health management, maintenance and follow up of clients when required.
- d. Ensures a client centered approach to care that is culturally appropriate, safe and inclusive, and fosters open communication and partnership with the client, families and other service providers in the development of the care plan.
- e. Advocates for the interests of individual clients and groups of clients to ensure access to comprehensive and holistic health care including ensuring timely internal and external referrals.
- f. Actively seeks out and maintains interagency and community resources and partnerships to support client care needs.
- g. Acts as a resource to the community and other NorWest staff for information regarding health and lifestyle to include nutrition, stress management, fitness, weight control, exercise programs and other related topics.
- h. To provide information about services and programs offered through NorWest.

E. EMR – Documentation and Document Management – Team and Personal

- a. Ensures accurate and timely documentation of all client related encounters in EMR per documentation standards.
- b. Ensures up to date client record within EMR as per funding agreements and standards of care.
- c. Ensures prompt follow-up of documents and tasks in the EMR.
- d. Generates statistical reports from EMR as required.

F. Student Support and Mentorship

- a. Actively supports designated students – dietitian interns and other health care professional students as required.
- b. Responsible for dietitian internship, including scheduling, mentorship and evaluation as required.

G. Quality Improvement and Patient/Client Safety

- a. Takes a co-lead role in the overall QI and Accreditation process across NorWest.
- b. Ensures client/customer centered approach to care.
- c. Participate in Client/Patient Safety initiatives including ensuring team member representation on Workplace Safety and Health Committee.
- d. Ensure ethical conduct and practice in daily work.
- e. Ensures accurate and timely data/statistical collection and reporting per funding agreements and reporting practices.
- f. Ensure confidentiality of all client information per PHIA and PCAct.
- g. Ensure confidentiality and privacy of Staff, Volunteers and Board members per PIPEDA.
- h. Ensure use of evidence-based practice in daily work.
- i. Use respectful communication and approach with clients and staff.

- j. Actively participate and acts as a leader in program development, research activities and evaluation as required.
- k. Responsible to prepare for and engage in supervision and participates in debriefing as required.

H. Integration, Collaboration & Teamwork

- a. Takes a lead role in ensuring daily collaborative approach and teamwork.
- b. Actively participate and chairs designated team meetings.
- c. Actively participate and chairs designated internal committees and projects.
- d. Communicates/shares relevant information with team members in a timely and appropriate manner.

Experience Required:

- A. Minimum 3 years in a dietitian role.
- B. Minimum 2 years in a chronic disease specialist role.
- C. Demonstrated experience in program planning, implementation, and evaluation. Experience working with external research team, an asset.
- D. Experience working with clients across the lifespan from pediatric, adolescent, adult and geriatric population and diverse cultural backgrounds.
- E. Demonstrated experience in leaderships and supervisory role.
- F. Demonstrated experience using EMR Accuro an asset.

Personal Qualifications/Characteristics Required:

- A. Excellent interpersonal communication and counselling skills.
- B. Demonstrated expertise in evaluating evidence and literature.

- C. Effective problem solving, conflict resolution, organizational, and leadership skills.
- D. Demonstrated proficiency in clinical skills.
- E. Demonstrated ability to foster interdisciplinary collaboration that supports quality services, quality improvement and staff empowerment.
- F. Excellent knowledge of community resources, primary care, community development, health equity, health promotion and chronic disease management principles.
- G. Empathetic, non-judgmental approach.
- H. Keeps all organizational/business information confidential.
- I. Actively seeks out learning opportunities to ensure continual competence.
- J. Accountability to individual, team, and organizational workload/deadlines.
- K. Up to date knowledge of Mission, Vision, Values, Strategic Priorities and Team Objectives.
- L. Strong skills to utilize computerized information systems, audio visual aids and other resources to promote health education programs and services.
- M. Valid Driver's License and Access to a Vehicle.
- N. Subject to Police Records Check (including vulnerable persons).

Licenses/Registrations:

Current registration with the College of Dietitians of Manitoba required.

Approval:

A handwritten signature in black ink, appearing to read "Nancy Heunens".

Executive Director

November 2023

Date