

Job Posting

Position Title: Primary Care Nurse Practitioner (NP) – East Region Virtual Care Clinic (ERVCC)

Employment Status: Contract Part-Time (ending March 31, 2024, with possibility of an extension)

Job Posting Deadline for Internal Candidates: September 29, 2023, at 5:00pm

Hours of Work Schedule: Monday to Friday 1pm – 5pm, up to 20 hours/week

Position Reports To: Senior Manager, ICE

Salary Range: Annualized salary range \$118,744 – \$123,448 (salary will be prorated to reflect hours worked), commensurate on skills and experience, plus participation in HOOPP.

Work Location: This position is primarily a remote position, with a requirement to work at any one of the DCHC sites if needed.

Organization Overview

Durham Community Health Centre (DCHC) is a registered, charitable organization providing a wide range of free services and programs to community members across Durham Region.

We are an interprofessional group of staff that include team members such as physicians, specialists, healthcare staff, mental health professionals, program and support staff. Our expert team provides a wide range of healthcare, mental health, and social services that are inclusive, equitable and accessible to all. DCHC's comprehensive services address the complex picture of human health. This means we consider the social, emotional, economic, health and developmental circumstances an individual is experiencing when accessing services. We partner with clients to improve their own health and wellness.

We strive to be accessible to community members who face barriers such as culture, gender, age, geographic isolation, homelessness, language, physical and/or cognitive disabilities, poverty, sexual identity, and race.

DCHC is the host organization of a Ministry of Health funded program designed to support the transition from the current multiple medical doctor (MD) led Virtual Care Model to a regionally coordinated Nurse Practitioner (NP) led East Region Virtual Care Clinic (ERVCC) program using a centralized intake/booking channel.

This novel virtual urgent care model provides NP led services seven days a week between 1-9 PM to support the needs primary care needs of the East region, targeting patients with low acuity health concerns who either do not have a primary care provider (PCP) or cannot access their PCP in a timely manner.

Position Overview

The Nurse Practitioner (NP) will provide comprehensive, client-centered primary health care that emphasizes accessibility, health promotion, illness-prevention and continuity-of-care for clients – individuals, couples, families – who sometimes experience physical and mental health needs. The NP recognizes that the primary factors that shape the health of our clients are not medical treatments or lifestyle choices but rather the living conditions that our clients experience – the *social determinants of health*. The NP will practice to their full-scope as set-out in *College of Nurses of Ontario* (CNO) guidelines and defined as: The practice of nursing is the promotion of health and the assessment of, the provision of care for and the treatment of health conditions by supportive, preventive, therapeutic, palliative and rehabilitative means in order to attain or maintain optimal function (Nursing Act, 1991).

Oshawa Location

115 Grassmere Ave
Oshawa, ON L1H 3X7
T: 905-723-0036 | F: 905-723-3391

Child, Youth & Family Clinic

1320 Airport Blvd
Oshawa, ON L1J 0C6
T: 905-743-9960 | F: 905-720-1292

Pickering Location

17-1450 Kingston Road
Pickering, ON L1V 1C1
T: 905-420-0333 | F: 905-420-3541

1-877-227-3217

www.durhamchc.ca

The NP will be an effective, collaborative member of the Durham CHC’s ERVCC team. The NP will demonstrate advocacy and leadership skills to champion and support goals that align with and achieve Durham CHC’s Strategy, Vision, Mission and Values, internally and externally, in the context of safe and ethical NP practice.

Key Responsibilities – Primary Health Care

- Provides triage assistance to administrative team members for complex patients registered for virtual visits.
- Follows all college and clinic privacy guidelines related to patient visits.
- Documents clinical visits using OSCAR PRO EMR.
- Reviews new guidelines for common respiratory and infection control procedures and protocols.
- Stays informed about changes to required requisitions and referral forms.
- Complete a friendly handover to other NPs or physicians.
- Report any patient complaint to Clinical Manager/Medical Director.
- Maintain valid login for “Up-To-Date”.
- Maintains access to secure WIFI while working from home.
- Provide client-centred primary care to individuals, couples, and families in a non-judgmental manner, recognizing the social determinants of health and associated health risks – taking the stance of a health advocate.
- Actively participate, seek and provide consultation within an inter-professional model of care which includes – among others – fellow NPs, Physicians, Registered Nurses and Therapists.
- Perform excellent clinical assessments combined with sound clinical judgement/diagnostic and treatment skills – within full scope of practice as defined by the *College of Nurses of Ontario (CNO)*.
- Demonstrate leadership skills by working effectively within a virtual team environment, providing excellent communication and interpersonal skills with both medical and non-medical staff and with clients.
- Demonstrated ability to be able to manage evidence-based solutions in managing conflict.
- Must hold a *Prescribing Narcotics and Controlled Substances* certificate endorsed by the CNO.
- Provide on-call coverage for on-call duties and schedules as required.
- Must be able to work flexible hours – evening and weekend work is required.
- NP services that address the biopsychosocial needs of clients, including clients with multiple comorbid health conditions, mental health diagnoses and/or concurrent disorders involving substance use/abuse.
- Provide counselling, education, health promotion, internal referrals and follow-up.
- Actively participate, seek and provide consultation with external health service providers in the client’s circle-of-care
- Provide case management and follow-up for client treatment regime.
- Complete timely and accurate medical records of client encounters, documentation and third-party correspondence using the ERVCC Electronic Medical Record (EMR) system; Oscar Pro

- Contribute to activities related to the development, implementation and evaluation of medical directives, policies and procedures, best-practices and protocols.
- Contribute to the development of services and programs for health promotion e.g. Trans health is an asset.
- Advocate for at-risk clients and their families.
- Actively participate in case conferences when required.
- Participate in chart reviews, development and implementation of Quality Improvement Plans (QIP) and accreditation activities with Canadian Centre for Accreditation (CCA).
- Demonstrate active participation in the CNO Quality Assurance (QA) Program to ensure maintenance of continuing competence to practice and with Durham CHC's performance management requirements.
- Participate in the design, implementation and evaluation of research studies that Durham CHC may participate in, from time-to-time, in the course of our developing relationships with the universities and/or as providers of clinical student placements.
- Participate in other Durham CHC agency training activities and meetings as requested.
- May also provide clinical supervision and training for NP students.
- Ensure client care and caseload is managed to achieve the goals of the ERVCC indicator targets.
- Perform other duties as assigned that are reasonable with the scope of practice.
- Flexibility to work or drive to meetings at any of Durham CHC's clinical locations in our service area, as required.
- Ability to work a flexible schedule with at least one weekend per month.

Key Qualifications

- Nursing Degree – Masters degree in Nursing (MSN).
- Completion of a recognized primary care NP program (i.e. NP-PHC)
- Certification and member in good standing with the *College of Nurses of Ontario* (CNO) as RN (Extended Class)
- Member of the *Nurse Practitioners Association of Ontario* (NPAO) or *Registered Nurses Association of Ontario* (RNAO) is an asset.
- Minimum of three years' experience working as a primary care NP with clients having complex needs, children and youth experience is required.
- Experience working in a virtual clinic setting or other community health nursing practice is an asset.
- Experience working with communities and individuals who face barriers accessing traditional health care services.
- Demonstrated excellent critical thinking and problem-solving skills, organizational and interpersonal skills with an ability to work effectively and respectfully in a collaborative, inter-professional team environment.
- Demonstrated ability to communicate with clients in a non-judgmental manner that can be effectively understood – practicing active listening skills to understand client needs and coaching of clients as collaborative partners in their health care.
- Demonstrated ability to manage crises in an effectively, professional manner.
- Demonstrated excellent written skills and report writing for a clinical setting.

- Basic CPR certification required.
- Proficiency with Microsoft Office applications (e.g., Word) is an asset.
- Demonstrated competency in facilitating client group activities.
- Must show evidence of valid current vulnerable sector police check – required upon hiring.
- Valid Ontario Driver's license and access to a vehicle.

Demonstrated Minimum Attributes core to the Agency

- Service oriented, Results oriented, Flexible/Adaptable, Collaborative, Effective Communication Skills, Team Player, Ability to manage risk within one's responsibility & accountability, Ability to take Accountability.

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:

1. 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 . This position will remain posted until filled.
2. 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.
3. 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.
4. 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. **Durham Community Health Centre, and staff are dedicated to creating an inclusive environment that welcomes diversity.**