Vacancy Posting

Position Title: Diabetes Education Program (DEP) Administrator

Employment Status: Permanent Full Time

Hours of Work / Work Schedule: Full-time hours (35 hours weekly)

Salary Range: Salary is commensurate on skills and experience and in line with the Agency’s compensation and salary administration policy.

Benefits: Group Benefits & HOOPP.

Position Reports To: Manager, Clinical Services and DEP Team

Director: Director, Clinical Services

Location: Based at 115 Grassmere Ave (Oshawa) / DEP services occur at all Carea locations.

Organization – Quick Overview

Carea Community Health Centre is a recognized leader in redefining the experience of community-based health and wellness services. We provide access to high quality holistic and inclusive care that is responsive to the needs of the community and empowers individuals to enhance their own well-being. We hold these values equally: (1) Person Centered; (2) Inclusive; (3) Compassion; (4) Teamwork & Collaboration; and (5) Accountability & Reliability. These values steer our decision making, guide the delivery of care and services, and govern how we interact with our clients, partners, and each other. Carea will continue to focus on building its capacity to provide a full range of health and wellness services to clients of all ages across Oshawa, Whitby, Ajax and Pickering.

Position Overview

As a member of an interdisciplinary team, the Diabetes Education Program (DEP) Administrator will oversee the day-to-day administrative operations of the Diabetes Education Program and work with the Clinical Manager to build internal capacity in the team, by coordinating the design, implementation and evaluation of the program to meet learning needs. This position will be expected to ensure that all programs meet the performance targets identified by the funder and ensure strategic linkages are developed with other programs, relevant committees and other key stakeholders to enable an evidence-based approach to care that is innovative and utilizes current therapeutic techniques within the CHC model. Additionally, this role will collaborate within the Agency’s team structure, in support of goals that align with and achieve the Agency’s strategy, Mission, Vision and Values through enabling supports to operational budget management across line units.

Administrative Responsibilities

- Schedule, coordinate and facilitate program operations such as (but not limited to):
  - Answer the Diabetes program phone line, assist and triage calls, as needed
  - Registering new clients to the DEP program
  - Organize the EMR / NOD scheduler and input templates for all providers
  - Download and process all referrals from the Central Diabetes Intake
  - Appointment bookings/reminder calls for individual and group appointments, as needed
- Input and scan registration forms
- Support, assist and set up the endocrinology clinic in Oshawa and Pickering sites
- Scheduling and coordinating meetings, prepare required materials and take meeting minutes.
- Ordering of clinical supplies, equipment and resources when required
- Support the regular monitoring of client services and case management
- Participate in chart audits and ensure the programs achieve the follow-up actions in improvements as a result of audits.
- Ensure the inter-professional team maintains clear, accurate and timely written requisitions, reports, encounters, and other information.
- Support administrative tasks to establish protocols, policies, directives and other administrative tools.
- Support the DEP team in compiling emerging evidence in diabetes education and prevention through researching articles, books and other materials.

**Coordination Responsibilities**

- Provide support in program planning, delivery, monitoring, data collection and evaluation to the Diabetes Education Program team.
- Support the Manager in ensuring the inter-professional team meet the performance targets identified by the funder.
- Divide the targets per month and submit monthly reports on the achievement of the targets to the Manager; assist with the preparation of quarterly reports, as required by the funder.
- In collaboration with the Clinical Manager, implement quality improvement initiatives to ensure effective and efficient delivery of client-centered services and programs that are integrated across Carea CHC and the community at large, when required.
- Coordinate the Ontario Telemedicine Network (OTN) services for DEP initiatives and programs, when required.
- Engage in health promotion activities onsite and off-site in conjunction with other service providers, when required.
- Ensure Carea DEP representation on various networks or coalitions, where appropriate.
- Leverage and grow partnership opportunities through existing relationships, networking, and working with other regional staff and teams, when required.
- Help support the onboarding process of new hires in the DEP program. Ensure orientation of new DEP staff, students and volunteers, when applicable.

**Qualifications**

1. College degree or diploma in health administration or equivalent is required. Bachelor’s degree in a health sciences or social science field is preferred.
2. 2-3 years of relevant clinical experience; experience with complex medical patient management is required.
3. Experience working in a diabetes education program considered a strong asset.
4. Experience in program planning, development, implementation, monitoring and evaluation is an asset.
5. Project and/or program management tools is an asset.
6. A good understanding of Ontario’s Chronic Disease Prevention and Management Framework.
7. A good understanding of self-management support options for clients with diabetes / chronic disease.
8. Client service oriented, with the ability to effectively work with diversity and appreciate that people with different opinions, backgrounds and characteristics bring.
9. Capacity to maintain professional links with partner agencies, colleges and universities.
10. Demonstrated ability to work under pressure, to anticipate potential problems/conflicts and take appropriate actions and to meet deadlines.
11. Excellent interpersonal, presentation, and communication skills.
12. Demonstrated ability to work independently and as a team member within an evolving role in a multidisciplinary environment.
13. Excellent knowledge of MS computer applications and other evolving office related software
14. Ability to provide support and input into departmental objectives as aligned with Agency’s Strategy, to assist in evaluating and continuously improving work processes.
15. Valid Ontario Driver’s license
Application Process:

1) Internal Candidates are welcomed to apply – resume and expression of interest must be sent to recruiting@careachc.ca on or before October 22, 2019

Notes:

1) **This position is 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). We welcome internal referrals and, depending on needs, may conduct an external search concurrent with internal posting. All applicant submissions will be kept on file for six months, for future consideration.

2) The Agency is committed to transparent and merit based selection in all of its recruiting and hiring decisions. We embrace and celebrate our community’s unique multicultural heritage and diversity.

Carea 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 hr@careachc.ca. Carea Community Health Centre, and staff are dedicated to creating an inclusive environment that welcomes diversity.