

Job Posting

Clinical Services Coordinator

(Maternity Leave Contract)

Reporting to the Director of eHealth Services, the Clinical Services Coordinator (CSC) supports and oversees the clinical activities of the telemedicine program and acts as a clinical resource for program management and staff. The CSC is a “Champion” of telemedicine in the region who engages community, federal and provincial health providers to enable seamless access to integrated telemedicine services, and plan and promote adoption of new virtual tools, platforms, and protocols.

The Clinical Services Coordinator is a member of the KO eHealth Management Team and as such is supported to provide supervision to the Scheduling Team and the Managed Service Model team.

RESPONSIBILITIES

- 1. Coordinates the development of regional clinical telemedicine services.**
 - a) Liaises with community, federal and provincial health care providers and professionals to identify service gaps and needs for new telemedicine services in the region.
 - b) Helps recruit health and wellness practitioners so that local telemedicine service needs are addressed.
 - c) Oversees and periodically reviews the implementation of clinical telemedicine service models.
 - d) Works with teams to develop integrated and coordinated service models that address new or expanding clinical programs.

- 2. Supports KO eHealth team in the provision of effective telemedicine services**
 - a) Provides clinical supervision to Community Telemedicine Coordinators (CTCs) at First Nations points-of-care
 - b) Provides direction and guidance to the Telemedicine Informatics Educator in the development and delivery of CTC training plans.
 - c) Regularly assesses CTC clinical knowledge and skills required and oversees the effectiveness of the training services they receive.
 - d) Develops and delivers knowledge translation workshops for KOeTS staff to help them understand how clinical terms and/or medical requirements apply to their area of work.

- e) Regularly meets with the Director of eHealth Services to plan and coordinate service-level activities, submits monthly reports that highlight progress against objectives and document program and/or quality concerns.
- f) Regularly meets with the CTC Supervisor and Assistant Director to assess CTC performance and plan follow-up.
- g) Works with the Director of eHealth Services, Assistant Director and Data Analyst to conduct periodic process, privacy and operational audits in all functional areas of the program to proactively identify issues which may impact customer service including clinical failures, patient no-shows, etc.

3. Plans adoption and promotes use of virtual health services

- a) Attends meetings with regional health partners meetings to respond to emergent demand for virtual services and gauge satisfaction with existing services.
- b) Collaborates with community, federal, and provincial counterparts to develop new services and plan service adoption by health providers and professionals.
- c) Regularly travels to KOeTS-affiliated points-of-care to engage Health Directors, Primary Care providers, patients, and CTCs about the delivery of high-quality services and new service development.
- d) Networks with health care professionals in the region and contributes content for use on KOeTS communication platforms: newsletters, website updates, podcasts)
- e) Responds to requests for program input from KOeTS health education schedulers.

4. Completes documentation and paperwork required to support program

- a) Assumes responsibility for approving clinical readiness of new KOeTS-affiliated points-of-care.
- b) Ensures that lessons learned documentation is compiled for all new service implementations.
- c) Leads annual reviews of all KOeTS clinical policies and procedures.
- d) Contributes clinical information required to meet program evaluation and project report requirements.

5. Demonstrates Commitment to KO eHealth Team

- a) Attends KO eHealth staff meetings and participates on committees.
- b) Works collaboratively with KO eHealth management and staff to ensure high quality telemedicine service delivery.
- c) Participates in training and updating activities as required to maintain and improve knowledge and skill levels.

- d) Undertakes special projects and other duties as requested by the Director of eHealth Services.

KNOWLEDGE, SKILLS AND ABILITIES

- a) Degree in Nursing and current registration with College of Nurses of Ontario
- b) Experience working with First Nations communities in health care delivery.
- c) Knowledge and understanding of Indigenous culture and values, and of the geographic, and diverse health care challenges in the Nishnawbe-Aski Nation and Grand Council Treaty #3 areas.
- d) Understanding of and interest in the use of communications and learning technologies in health care delivery
- e) Able to work collaboratively, complete work on schedule and within approved budgets.
- f) Excellent interpersonal skills with effective capacity to mentor and support First Nations health workers and advance innovative ideas
- g) Strong oral and written communication and presentational skills
- h) Ability to travel throughout the First Nations to which KO eHealth delivers services.
- i) Ability to communicate in an Indigenous language is an asset (Ojibway, Oji-Cree, or Cree)

Location: Balmertown, Ontario

Closing Date: Open Until Filled

Job Type: 1 Year Contract

Please send cover letter, resume and three references to: kotmreception@kochiefs.ca