Care Coordinator – London Access Team (Temporary Full Time)

The Opportunity:

At this time, the South West Local Health Integration Network is seeking one (1) temporary full time Care Coordinator to support our Access (intake and referral) Team within London. The assignment is an approximate duration of five (5) months.

As a valued member of the Home and Community Care portfolio, the Care Coordinator:

- Is a Registered Nurse, Occupational Therapist, Physical Therapist, or Master of Social Work;
- Has exceptional communication and organizational skills;
- Can easily build and sustain therapeutic relationships;
- Demonstrates the integral qualities of excellent "customer service" when providing patient care;
- Uses their superior assessment skills and sound clinical judgement with a patient-centred approach;
- Is a natural motivator, leader, and advocate;
- Practices and upholds the values of accountability and "thinking outside the box".

If you possess the above credentials, skills, and values, we want to hear from you!

What Can I Expect To Do?

You will be accountable for coordinating the delivery of care to patients across a continuum of care, facilitating and ensuring the achievement of quality clinical outcomes.

As a Care Coordinator, you will:

- Triage new referrals;
- In collaboration with the patient, assess their needs to determine eligibility for services (e.g., LTC, Adult Day Program, etc.);
- Develop, evaluate, and revise patients' service plans together with the patient, their support network, and system partners (e.g., physicians, hospitals, community agencies, etc.);
- Make referrals to a variety of community supports, and assist patients and their families through the process;
- Act as a liaison between patients and their various health care providers to achieve optimal health, independence, and dignity; and,
- Represent the LHIN on multidisciplinary committees and community agency working groups.

Location: This position is located at the LHIN's London site.

How Do I Qualify?

Education:

- A Registered Nurse (RN, BScN), Occupational Therapist, Physical Therapist, Social Worker (MSW) who has membership in good standing with a regulatory body in Ontario.

Experience:

- Experience with clinical assessment tools and developing service plans;
- Previous experience as an advocate and active contributor within a multidisciplinary team.

Knowledge, Skills, and Abilities:

- An understanding of: the roles of health care professionals; the evolving role of LHINs; the issues and priorities within the health care sector and how they impact patient care delivery;
- Sound knowledge of community resources and the long-term care system;
- Active knowledge of privacy and other relevant legislation (e.g., the *Long Term Care Act*);
- Effective planning, organization, and evaluation skills;
- Superior communication, interpersonal, and conflict resolution skills with high emotional intelligence;
- Efficient computer literacy in patient health databases and Windows environment;
- Demonstrated ability to balance fiscal responsibilities with patient needs.

Preferred Qualifications:

- Proficiency in a second language, particularly French.
- Recent clinical experience and experience with mental health and addictions.
- Proficency with RAI assessment tools.
- Flexible work schedule (i.e., days, evenings, and weekends) to meet organizational needs.
- Comfortable with and excels in independent work.
- An ambassador of workplace culture.

Who We Are:

The South West Local Health Integration Network (LHIN) is one of 14 local organizations in Ontario that plan, coordinate, and fund local health services, and deliver high quality home and community care to patients and families. The South West LHIN is committed to health improvement, innovation, and the establishment of collaborative partnerships to improve population health, patient experience, and value for money across the health care system.

LHIN staff incorporates the best aspects of teamwork and continuous learning as they work with the local community to ensure the best health outcomes for everyone. If you have a passion for excellence and an entrepreneurial spirit, this is your opportunity to make a difference as part of a dynamic team transforming the Ontario healthcare system.

For further information on the South West LHIN please visit: http://www.southwestlhin.on.ca

The LHIN is an equal opportunity employer and all applicants are welcome. Individuals with a disability requiring accommodation during the application and/or the selection process should advise the recruitment contact so arrangements can be made.

How To Apply:

Should you be interested in this exciting opportunity, please visit www.lhinjobs.ca to apply. **Application deadline is November 14, 2018 at 11:59pm.**

We thank all applicants; however, only those applicants invited for an interview will be contacted. Due to volume of applications, we will not be responding to general inquiries by phone or e-mail.