Patient Care Assistant – London/Middlesex County (Casual)

The Opportunity:

At this time, the South West Local Health Integration Network is seeking Casual Patient Care Assistants.

As a valued member of the South West LHIN Team, the Patient Care Assistant:

- Is a secondary school graduate, or has an equivalent diploma;
- Has education and training in health care administration;
- Demonstrates a working knowledge of medical terminology;
- Routinely uses exceptional organization, prioritization, and conflict resolution skills;
- Is enthusiastic to communicate and build rapport with patients, families, and health care service providers;
- Genuinely wants to help others with a solution-focused approach;
- Practices and upholds the values of accountability, respect, 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 play a key role in supporting patients throughout all stages of their healthcare journey.

As the first point of contact for patients, families, and service providers, the Patient Care Assistant demonstrates the integral qualities of a Patient-Centred Care approach when interacting with various stakeholders, whether answering incoming questions or providing system navigation.

Working in one of the LHIN’s office or hospital locations, the Patient Care Assistant triages important information to the Care Coordinator, and offers “real-time” solutions to patients, where appropriate. The Patient Care Assistant provides timely follow up on patient issues, and is responsible for ensuring accurate documentation in our patient databases. To support the Care Coordinator, the Patient Care Assistant also helps with managing a variety of tasks relevant to the Care Coordinator’s specific caseload.

Location: This position is located within London and Middlesex county.

How Do I Qualify?

Education:

- Secondary School Diploma or equivalent.
- Certificate or Diploma in health care administration is an asset.

Experience:

- Minimum one (1) year of related experience, preferably in health care/medical administration or services.

Knowledge, Skills, and Abilities:

- Working knowledge of Medical Terminology.
- Efficient computer literacy in patient health databases and Windows environment.
- Proven team collaborator with excellent communication and conflict resolution skills.
- Superior rapport building and active listening skills.
- Ability to prioritize competing requests and function well under pressure.
- Dedication to professionalism, diplomacy, and tact in the workplace.
- Consistently adheres to privacy legislation and confidentiality standards.
- Demonstrated ability to manage the flow of information in a timely and efficient manner.

Preferred Qualifications:

- Proficiency in a second language, particularly French.
- Flexible work schedule (i.e., days, evenings, and weekends) to meet organizational needs.
- Experience working with people from diverse socioeconomic and cultural backgrounds.
- 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 October 31, 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.