

Position: Patient/Resident Support Coordinator	Union/Non-Union: Non-Union
Job Status: Permanent Part-Time	Hourly Rate: \$50.18 - \$58.71
Reports to: Manager of Patient Flow, Surgical Services & Ambulatory Care	Start Date: ASAP

Almonte General Hospital and Carleton Place & District Memorial Hospital created the Mississippi River Health Alliance (MRHA) in 2016 to formalize their commitment to work together to improve each patient and resident’s overall health care experience through a strong, coordinated system of care. An integrated Senior Team leads the two Hospitals, as well as Fairview Manor and Lanark County Paramedic Service which are operating divisions of AGH. Over 600 caring staff, physicians and midwives provide excellent primary, acute and long-term care to citizens of Lanark County, West Ottawa and Renfrew County.

The Patient/Resident Support Coordinator is accountable for seamless, timely transitions through the continuum of care, ensuring that all patients/residents are in the right place, at the right time, receiving the right care. In addition, the Patient/Resident Support Coordinator will provide support to residents in Fairview Manor, to support their transition to and within Long Term Care. In collaboration with the clinical team, patients, residents and families, the Patient/Resident Support Coordinator is responsible for facilitating person-centered, collaborative plans through comprehensive assessments, therapeutic intervention, and employing critical thinking and creative problem solving to support patient/resident transition. All responsibilities are expected to be carried out in accordance with the mission, vision and values of the MRHA.

Duties and Responsibilities

- Assess and evaluate the individual needs of clients through psychosocial assessment and related interventions and strategies, to assist individuals and families in achieving optimum psychosocial and social functioning as they transition within acute care and Long Term Care settings
- Ensure timely transitions through the continuum of care and that all patients/residents are in the right place, at the right time, receiving the right care through collaboration with the clinical team, patients, residents and families
- Facilitate person-centered, collaborative plans through comprehensive assessments, therapeutic intervention, and employ critical thinking and creative problem solving to support patient/resident transition
- Have the ability to work in a manner that is in compliance with patient/resident and employee safety practices, policies and procedures of the organization

Qualifications

- Bachelor’s Degree in Health Care-related discipline, Master’s preferred
- Current valid registration and membership in good standing with the relevant Health-related College
- Minimum of 3 years of recent and related clinical experience, including discharge planning

Competencies and Personal Attributes

- Demonstrated experience in the assessment and evaluation of the needs of patients/residents to support individuals and families as they transition to, from, and within hospital and long term care settings
- Comprehensive knowledge of the impact of social determinants of health on patient/resident well-being, discharge planning, Patient Flow and healthcare system capacity
- Expert communication, collaboration, organizational, and problem solving skills
- Ability to work independently as well as within an interdisciplinary team
- Knowledge of local community resources
- Experience with legislation that governs Public Hospitals (Public Hospitals Act, Substitute Decisions Act, Consent to Treatment Act, etc.) and the Fixing Long-Term Care Act 2021
- Ability to work in a manner that is in compliance with patient/resident and employee safety practices, policies and procedures of the organization
- Ability to contribute to a work environment that is conducive to the organization’s Workplace Violence and Harassment policy

Qualified candidates are invited to submit their resumes by **September 2nd, 2024** to:

Human Resources: careers@mrha.ca

We thank all candidates who apply. Only those selected for an interview will be contacted.

We are committed to inclusive and accessible employment practices – If you require accommodation throughout any part of the recruitment process, please contact Human Resources to let us know how we may assist you.

Please note that according to the MRHA Vaccination Policies, all applicants must be fully vaccinated unless they can provide the proof of a valid medical contraindication or exemption on the basis of protected grounds under the Ontario Human Rights Code in order to be considered for any staff or volunteer opportunities. Upon hiring, applicants must provide the proof of either government issued documentation proving they have been fully vaccinated, or present supporting documentation of a valid medical contraindication or exemption under Ontario Human Rights Code.

Mississippi River Health Alliance (MRHA) is committed to fostering a culture of diversity, equity, inclusion and belonging. We believe that embracing diversity in all its forms enriches our workplace and enhances the quality of care we provide to our patients, residents and community. We are dedicated to creating an environment where every individual feels valued, respected and supported regardless of race, ethnicity, gender, sexual orientation, religion, age, ability or background. We aim to create a workplace where everyone can thrive and contribute to our shared mission of providing integrated health care that meets the evolving life-long needs of our communities.