



South East Toronto

Family Health Team



Job Description
Patient Care Coordinator
(Formerly Care Navigator)
Permanent, Full-Time

Company Description

South East Toronto Family Health Team (SETFHT) is an academic primary care clinic affiliated with the University of Toronto. Our organization is comprised of a variety of Interdepartmental Healthcare Professionals (IHPs) that include: physicians, medical residents, nurse practitioners, registered nurses, dietitians, social workers, psychologists, patient care coordinators, physician assistants and chiropractors, all of whom are assisted by an exceptional administrative and clinical support team.

SETFHT is a partner at the Health Access Taylor Massey (HATM) clinic, which is bringing a wave of primary care and interprofessional resources to the Taylor Massey community. SETFHT is also leveraging existing supports and services in the community to improve access to comprehensive primary and social care for its residents.

Position Profile

The Patient Care Coordinator (PCC) will work with the patient, their caregivers and the IHP team to ensure that patient journey through the health and community sectors are as seamless and as integrated as possible. With a strong knowledge of our community's resources the PCC will provide the education and information that a patient and their family needs in order to make informed decisions about their health. This position will be split primarily between the two SETFHT clinic locations (1871 Danforth Avenue and 840 Coxwell Avenue) and may include the HATM (4 The Market Place) clinic site, subject to funding and based on organizational needs.

Accountability

The PCC reports to, and is responsible to, the SETFHT Executive Director. All clinical decision making outside the scope of the Patient Care Coordinator must be done in consultation of the SETFHT Lead Physician, physicians of SETFHT and/or medical directives.

Authority

Does not direct the activities of staff or a function without direction of SETFHT decision makers. The Patient Care Coordinator must comply with the practice standards used by the regulatory college that they belong to.

Decision Making

On a regular and continuous basis, exercises clinical judgment and assumes responsibility for decisions, consequences, and results having an impact on people, costs, and/or quality of service within the SETFHT.



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Role & Responsibilities

The main role of the PCC is to find and understand the resources required by patients, and possibly their family members, in order to make informed decisions about their own health. It is the upmost importance to ensure that the patient journey from the acute/tertiary sector to primary/community care is as seamless as possible. Confirming that all potential follow-up appointments are booked and any linkages to home and community care are made prior to, or just shortly after, the patient is discharged from hospital.

Other activities in the role of Patient Care Coordinator include, but are not limited to:

- Plan programs of assistance for clients including referrals to agencies that provide financial assistance, legal aid, housing, medical treatment and other services
- Provide referrals to services to assist clients to resolve and address their social and personal problems
- Liaise with community agencies or partners, and identify additional or alternative services and provide referrals
- Assist clients to sort out options and develop plans of action while providing necessary support and assistance
- Assist clients in locating and utilizing community resources including legal, medical and financial assistance, housing, employment, transportation, assistance with moves, day care and other referral services
- Participate in the selection and admission of patients to appropriate programs (in consult with community programming)
- Assess and investigate eligibility for social benefits
- Meet with clients to assess their progress, give support and discuss any difficulties or problems
- Refer clients to other social services
- Advise and aid recipients of social assistance and pensions
- Implement and organize the delivery of specific services within the community
- Maintain contact with other social service agencies and health care providers involved with clients to provide information and obtain feedback on clients' overall progress
- Support patients and caregivers in end of life care, including discussions around advanced care directives, palliative care, placement to long-term care homes or other facilities

Skills & Qualifications

- Exceptional organizational skills
- Excellent interpersonal and oral/written communication skills
- Strong problem solving and analytical skills
- Ability to maintain confidentiality and impartiality
- Capacity to adapt quickly to a fast paced, dynamic work environment
- High degree of accuracy and attention to detail
- Proven participatory work style, ability to work independently and with a team (e.g. ability to work effectively with all members of the health care team)
- Ability to prioritize, manage time effectively and be flexible in a very active work environment



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- High level of accuracy and attention to detail
- Exercise good judgment

Other Requirements

- Completion of a bachelor's degree in Social Work, Physiotherapy, Occupational Therapy or completion of an accredited Physician Assistant program or equivalent
 - Physician Assistant must be certified or eligible to be certified through the Physician Assistant Certification Council of Canada
- Membership in good standing with the applicable regulatory body.
- Minimum of 2 years' experience in community health or a related field is an asset
- Knowledge and understanding of primary health care, chronic disease prevention and management
- Excellent conflict management and resolution skills
- Knowledge of the health care delivery system and community resources
- Demonstrated experience leading and facilitating effective team planning
- Experiencing in a community-based setting is an asset
- Competence with Microsoft Office suite of software
- Experience with clinical management system (CMS), preferably Practice Solutions' Suite
- Ability to work co-operatively as member of the FHT
- Demonstrated flexibility and time management skills
- Ability to maintain a positive attitude in a high-pressure environment
- Experience working with low-income, multi-racial, multi-lingual newcomer communities
- Commitment to working from an integrated anti-oppression/ anti-racist, LGBTQ+ positive framework
- Ability to work effectively within a diverse and multi-disciplinary team
- Available to work evenings and weekends, as necessary

The above responsibilities are not to be considered all inclusive; the individual may be assigned other related duties in the interest of efficient operations of SETFHT.

Hours of Work

The successful candidate must be available to work weekdays, primarily between 8:30 AM – 4:30 PM with the possibility of evening and Saturday shifts.

Compensation

- The rate of pay is based on experience and will range from \$37.04 - \$40.19 per hour
- Position includes enrollment into SETFHT's Health Benefits Plan and Pension (HOOPP)
- Position does include Paid Time Off

Thank you for your interest in the South East Toronto Family Health Team. Only those candidates selected will be contacted for an interview. Please, no direct telephone inquires or email follow-ups.



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We thank all applicants for their interest but only those selected for an interview will receive acknowledgement. Please note that a criminal background check will be conducted for this position. SETFHT supports a respectful and inclusive work environment for everyone and is committed to Anti-Oppression principles. We encourage qualified applicants of all ages, races, colour, ethnic origins, religions, abilities, gender identities and sexual orientations as well as peoples with disabilities to apply for this position as it reflects the broad diversity of communities we work with.

In accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005, accommodation will be provided in all parts of the hiring process. Accommodations are available on request for candidates taking part in all aspects of the selection process.

SETFHT encourages a scent-free environment. All employees, students, volunteers, and visitors are asked to refrain from wearing fragrances and other scented personal care products (i.e. perfumes, lotions, hairspray, etc.) while on the premises.

Job Contact Information

Human Resources

South East Toronto Family Health Team

E-mail: humanresources@setfht.on.ca

Subject: Patient Care Coordinator

Please forward cover letter and resume by 3:00 PM on March 31st, 2023