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## POSITION DESCRIPTION

**POSITION TITLE:** REGIONAL PRIMARY CARE CONNECTOR

**DEPARTMENT:** PRIMARY HEALTH CARE

**CLASSIFICATION:**

**UNION:** MGEU – PROFESSIONAL TECHNICAL

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## REPORTING RELATIONSHIPS

**POSITION REPORTS TO:** REGIONAL DIRECTOR PRIMARY CARE INTEGRATION

**POSITIONS SUPERVISED:** NOT APPLICABLE

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## POSITION SUMMARY

Under the direction of the Regional Director of Primary Care Integration and under guidance from the Provincial Coordinator, Family Doctor Connection Program, the Regional Primary Care Connector (Care Connector) has a key role in achieving the Interlake-Eastern Regional Health Authority's (IERHA) and government commitment that all Manitobans will have access to a family doctor by 2015. The incumbent facilitates and coordinates stakeholders and activities within the IERHA to achieve the goal of attaching all identified unattached residents (those without a family doctor) to a primary care clinic (their "home clinic"). Through use of the Unattached Patient Registry (part of the enhanced Family Doctor Connection Program), the Care Connector acts as a referring agent between physicians/nurse practitioners and individual Manitobans. The Care Connector's primary role is to develop relationships with local primary care providers, promote the Family Doctor Connect Program within the communities they serve, and support providers to problem-solve around participation in the program. They monitor the list of program registrants, maintain a list of available physicians or nurse practitioners, assess needs and facilitate referrals. The role will be developed through a phased approach that aligns with the phased development of the Program registry. The Care Connector functions in accordance with the IERHA's mission, goals, objectives, policies and procedures and any applicable legislation.

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## ESSENTIAL FUNCTIONS AND DUTIES

Function and duties include but are not limited to the following:

### **Referral and Assessment**

- Connects registrants with a potential provider “match” using the provincial Unattached Patient Registry as a “central intake” tool to identify unattached patients/communities in the region.
- Assesses registrant clinical needs in relation to provider suitability (future enhancement).
- Encourages and supports registrants who face a longer wait time in continuing their efforts to find an appropriate provider during the attachment process.
- Problem-solves inquiries and issues based on registrants’ needs and services available.
- Respects registrants’ privacy, autonomy, ethnic, spiritual, linguistic, familial, and cultural differences.

### **Accessing Resources and Linking**

- Works with primary care clinics in the region to: identify their ability to attach more patients or communities; help identify and address barriers; encourage practice change to support attachment; identify potential community partners; and connect individuals/communities with clinics.
- Brings evidence-based office efficiency ideas to primary care clinics; assists clinics in identifying additional options to increase capacity for accepting new patients (e.g. Advanced Access).
- Identifies and encourages opportunities to network between primary care clinics in the community.
- Dialogues re: business implications and identifies fee-for-service clinics interested in partnering with Manitoba Health to incorporate an alternate provider (for example, physician assistant, nurse practitioner or registered psychiatric nurse) in return for an agreement to attach more patients.
- Links with RHA management, programs and sites/services to identify opportunities to assist clinics in increasing capacity for new patients.
- Reports to designated RHA executive lead to ensure integration with goals and objectives; identify and problem solve issues as they arise; and report on progress.
- Maintains regular communication with Provincial Primary Care Connector as well as other Regional Care Connectors to support coordination, consistency and learning within the Family Doctor Connect Program.

### **Monitoring and Documentation**

- Maintains registry database and submits reports according to standards established by the Family Doctor Connection Program.

### **Evaluation**

- Participates in evaluation of program impact and trend analysis.

### **OTHER:**

- Performs other duties as assigned.

## **QUALIFICATIONS**

### **EDUCATION/CERTIFICATION:**

- University degree in a health-related discipline at a Bachelor's level required, including but not exclusive to Nursing, Social Work or Human Ecology. Other suitable combinations of relevant education and experience may be considered.

### **REQUIRED KNOWLEDGE:**

- Thorough knowledge of the health care system at the regional health authority level and within the Province of Manitoba required, including knowledge of: processes and structure of regional health care programs and services; cultural and other demographic influences on regional program and service needs; structures, daily processes, challenges and issues in a primary care clinic-based environment; available internal, external and community resources, with the ability to effectively utilize resources to meet organizational objectives.
- Familiarity with Aboriginal history, practices and issues preferred.

### **EXPERIENCE REQUIRED:**

- Minimum five years recent clinical experience working in a health care environment required with past experience in a medical clinic preferred.
- Experience working with diverse populations and/or community health services, across various health disciplines required.

### **SKILLS/COMPETENCIES:**

- Ability to learn and adapt quickly in a changing work environment.
- Strong situational assessment skills.
- Strong organizational, problem solving, verbal and written communication skills.
- Strong interpersonal skills, with demonstrated ability to build relationships and work effectively across various health disciplines.
- Strong facilitation skills and knowledge of the principles of adult learning.
- Ability to network across community agencies and other community organizations.
- Ability to work independently with minimal direction.
- Ability to work flexible hours, including evenings and weekends.
- Competent in Windows-based computer programs (Word, Excel, PowerPoint, Outlook).
- Previous experience with database software preferred.
- Physical and mental health necessary to meet the demands of the position.
- Completes and maintains a satisfactory pre-employment security check.
- Satisfactory employment record.

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### **WORK CONDITIONS**

- The incumbent functions autonomously on a day-to-day basis and manages assigned duties accordingly.
  - Will be required to travel throughout the region as duties may require.
  - Require a road worthy vehicle, a valid driver's license and liability insurance of at least \$1,000,000.00.
  - No hazardous or significantly unpleasant conditions.
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**WORKPLACE SAFETY AND HEALTH**

The incumbent contributes to making the organization safe for clients and staff and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.

- Provides a safe environment by ensuring the adherence to Workplace Safety and Health regulations and Policies and Infection Control Guidelines. Obeys all safety and health rules and follows recommended Safe Work Procedures. Informs supervisor of any unsafe acts, work conditions, incidents, near misses, injuries or illnesses immediately.
- Demonstrates a working knowledge of Workplace Hazardous Materials Information Systems (WHMIS) and adheres to procedures for handling and storing controlled substances as described in the Material Safety Data Sheets (MSDS). Uses personal protective equipment as required.
- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facility's Fire, Disaster and Evacuation Plan.

**PATIENT SAFETY**

- Participates in and demonstrates an understanding of patient safety principles and practices into all day to day activities. Follows all safe work practices and procedures and immediately communicates any activity or action which may constitute a risk to patient safety.

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Created: April 2013  
Date

Revised: \_\_\_\_\_  
Date

Approved by: \_\_\_\_\_  
Regional Manager/ Supervisor Date

Approved by: \_\_\_\_\_  
Vice President/ CEO Date

Reviewed by: \_\_\_\_\_  
Vice President, Human Resources Date

*Position descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.*

*All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.*