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## POSITION DESCRIPTION

**POSITION TITLE:** PATIENT REPRESENTATIVE

**DEPARTMENT:** QUALITY, PATIENT SAFETY & ACCREDITATION

**CLASSIFICATION:**

**UNION:** NON UNION

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## REPORTING RELATIONSHIPS

**POSITION REPORTS TO:** REGIONAL LEAD, QUALITY, PATIENT SAFETY & ACCREDITATION

**POSITIONS SUPERVISED:** NOT APPLICABLE

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## POSITION SUMMARY

Under the direction of the Regional Lead, Quality, Patient Safety & Accreditation, the Patient Representative communicates the voice of patients/residents/clients to the RHA and fosters an environment focused on meeting patients/residents/client's needs.

The Patient Representative communicates with patients/residents/clients to assist them in understanding the care and services available and the mechanisms to access and navigate the health care system.

The Patient Representative serves as a liaison between those who are served and those providing the services by providing support to both parties for the purpose of improving the quality of care and services. Promote mechanisms for patients, residents, clients and families related to methods to become an engaged and involved team member related to their care.

The position of Patient Representative functions in a manner consistent with, and supports the mission, vision and values of the Interlake-Eastern Regional Health Authority.

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## ESSENTIAL FUNCTIONS AND DUTIES

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

RESPONSIBILITIES:

- As the system administration for the complaints, compliments, queries; to facilitate intake and dissemination services for complaints, compliments, queries.
- To ensure the appropriate staff are involved in the resolution of complaints and queries and that timely follow up with patients/residents/clients/families occurs.
- To ensure compliments are shared with the applicable staff.
- To act as a liaison between the patient/client/resident and his/her family and the RHA staff and systems. To be an objective and neutral mediator for the complaints process.
- To generate and analyze complaint, query and compliment reports and share with various programs and committees
- Based on complaint, query and compliment data; to identify areas of concern and identify possible improvement projects
- Promote and assist staff in patient and family engagement participation
- Build strong collaborative partnerships with internal and external stakeholders, and is a champion of patient and family centered care principles and philosophy.
- Promote and utilize resources for staff education and capacity development for patient engagement / patient centered care.
- To provide patient/client/resident and family support (e.g. dialogue, information) as required.
- To make recommendations to improve the safety, access, effectiveness and satisfaction of care and services based on feedback from patients/residents/clients and families.
- To promote safe patient, resident client care.
- Pursuant to the Regional Health Authority Act, Interlake-Eastern RHA is designated bilingual (English/ French). Accordingly, all employees accept the responsibility to support clients in their official language of choice.

**OTHER**

- Performs other duties as assigned.
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**QUALIFICATIONS**

**EDUCATION/CERTIFICATION:**

- Post-secondary education in a health related discipline or a combination of education and related experience.
- Registration with the appropriate licensing body in Manitoba (if applicable).

**REQUIRED KNOWLEDGE:**

- Knowledge and understanding of the Interlake – Eastern Regional Health Authority programs and services and the population diversity of the region.

**EXPERIENCE REQUIRED:**

- Three (3) years of professional experience in a Health Care setting
- Experience in complaint resolution and problem-solving processes with demonstrated ability to understand, and bring about resolution to challenging and stressful situations.
- Experience in community engagement, public relations and / or volunteer management considered an asset.

- Experience working with and involving patients and families in health care service planning, implementation and evaluation.
- Working knowledge and experience utilizing the principles and processes of quality improvement.
- Experience with providing patient/client/resident and/or staff education.

**SKILLS/COMPETENCIES:**

- Exemplary interpersonal skills, with demonstrated sound judgment, tact and diplomacy when dealing with patient/client/resident concerns and communicating those concerns with those in the RHA.
  - Ability to engage and build collaborative relationships with staff, physicians, patients, families and leaders.
  - Strong group facilitation, presentation and engagement skills
  - Demonstrated leadership.
  - Demonstrated written and oral communication skills.
  - Ability to prioritize in a changing environment.
  - Ability to work independently and collaboratively.
  - Strong organizational, decision making and problem solving skills.
  - Ability to display independent judgment.
  - Ability to respect and promote a culturally diverse population.
  - Ability to respect and promote confidentiality.
  - Ability to perform the duties of the position on a regular basis.
  - Valid Manitoba drivers license and access to personal vehicle.
  - Mental and physical ability to meet the demands of the position.
  - Given the cultural diversity of our region, the ability to communicate in more than one language would be considered an asset.
  - Proficiency of both official languages is essential for target and designated bilingual positions.
  - 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.
  - No hazardous or significantly unpleasant conditions.
  - All health care workers are required to be immunized as a condition of employment in accordance with the Interlake-Eastern RHA Policy GA-13-P-110 Required Immunizations for Health Care Workers.
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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.

