

1. IDENTIFICATION

Position No.	Job Title	Supervisor's Position	Fin. Code
See Appendix	RN Case Manager	Nurse Manager, Clinics	See Appendix
Department	Division/Region	Community	Location
Health	See Appendix	See Appendix	See Appendix

2. PURPOSE

<p>Main reason why the position exists, within what context and what the overall end result is.</p> <p>The Case Manager is a member of the client care team that manages and ensures coordination of multi care provider cases/referrals for clients in Iqaluit and the Qikiqtaaluk region.</p> <p>The position is responsible for coordination and case management for all clients involved with multiple care providers referred within Iqaluit, the Qikiqtaaluk region communities and Out of Territory.</p> <p>Access to Case Management services occurs through several points of contact including but not limited to, Ambulatory care areas, Primary Care Clinic, Inpatient Care Areas, and Out of Territory Referrals.</p> <p>Patient case management includes all activities from the time a referral is received, or a need is identified. These activities include: assessment, care planning and care coordination, referral management, monitoring, regular patient care review, patient advocacy, and discharge planning including appropriate follow up. The Case Manager will liaise with existing health services; establish networks and links with key personnel/stakeholders to facilitate a collaborative approach to care. This will include self-management programs and educational support for health care providers.</p> <p>All activities must be carried out in a timely, effective, and cost-efficient manner.</p>
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3. SCOPE

Describe in what way the position contributes to and impacts on the organization.

The incumbent takes direction from the Manager and is responsible for coordination and case management activities relating to multiple care provider clients and referrals within and outside of Iqaluit, and the Qikiqtaaluk region. This work is done in collaboration with other health care professionals, facilities, and services. The incumbent is responsible for ensuring that these services are delivered effectively ensuring timely access and coordination of care for these clients

The incumbent's decisions and recommendations regarding complex case management coordination affect the quality of care, patient satisfaction, and costs of the services that are delivered.

4. RESPONSIBILITIES

Describe major responsibilities and target accomplishments expected of the position. For a management position, indicate the subordinate position(s) through which objectives are accomplished.

Coordinates all relevant health care activities as required for the care of multiple service provider clients in the Primary Care clinic, Ambulatory Care departments, Inpatient departments, and Out of Territory. Provides comprehensive case management activities for these patients.

- Identifies clients eligible or in need of case management services.
- Conducts and documents an individualized assessment in conjunction with the client using a structured process.
- Develops collaborative client goals.
- Liaises with various interdisciplinary health care providers to ensure that appropriate care planning is done for each client, to ensure that required services are provided and needs are met in an appropriate and efficient manner.
- Evaluates and documents care plans with the client at appropriate intervals.
- Coordinates with services providers to ensure that medical appointments for patient are coordinated seamlessly.
- Liaises with community health centres and other health care facilities to obtain and relay client care information to determine and ensure appropriate follow-up.
- Liaises with the appropriate client care provider (i.e. Community NIC, Iqaluit primary care clinician, OHSNI, etc.) in the development of a client discharge plans. Verify community services available, and ensure appropriate referrals are initiated. Plan and facilitate Family/Multi-disciplinary team meetings as required.
- Responsible to understand the Nunavut Medical Travel Policy, Escort Guidelines, Insured and Non-insured services agreements and to carry out role of case management in accordance with these policies and guidelines.
- Ensures proper accommodation and transportation as required for all clients on Medical Travel within or Out of Territory by referring to Medical Travel Programs as appropriate.
- Acts as a resource for the client and multi-disciplinary team in terms of understanding the

Medical Travel policy, process and Client/Escort guidelines.

- Collaborates with community and out of territory partners to implement a mechanism for feedback.
- May be required to participate in arranging appropriate medical travel (medevac/schedevac), repatriation transfers, etc. for clients.
- Collaborates in problem solving about existing and/or potential client concerns/issues involving care and/or access to care.
- Acts as a client care advocate.
- Ensure confidentiality of all client information and documents.
- As directed during peak times, participates in the functioning of the clinic, assigned to patients under scope of practice
- May be deployed to other communities as part of the surge capacity plan, during outbreaks or times of high demand

Maintains liaison within Iqaluit, the Qikiqtaaluk region community, and Out of Territory client care teams to ensure a coordinated approach to delivery of services.

- Regular contact with Physicians, Primary care clinic staff, Specialist clinic staff, Ambulatory and Inpatient departmental staff, Community Health Centre, Home and Community Care clinicians, Iqaluit rehab services, Medical Travel Programs, Ottawa Health Services Network Inc. (OHSNI), and Family Services.
- Establishes and maintains contact with other agencies and departments as appropriate.
- Effectively deals with concerns/complaints from individuals, community groups and staff, referring these on to appropriate staff as required.

Acts as a resource to all staff, including physicians, in order to optimise the working environment by:

- Participates in the development, implementation and evaluation of a chronic disease management model of care.
- Provides knowledge of community resources in order to obtain services and/or help for patients outside the hospital setting (i.e. Public Health, Family Services, Mental Health, OHSNI, etc.).
- Collaborate and participate in orientation programs for new staff and service providers to the case management and client care referral processes.
- Takes responsibility, when delegated, for special projects such as participating in medical research projects, statistical analysis, and development of policies and procedures.
- Performs other tasks and duties that may be assigned or required in order to maintain proficient work flow and ultimately client care.

Professional Practice and Development.

- Performs professional practices adhering to the ethical standards of profession.
- Maintains clinical competence relevant to the position and develops continuous professional development plan for their professional association as required.
- Maintains patient confidentiality and security of records and files and ensures that personnel who have access to records are approved for that access.
- Participates in educational opportunities offered by the Department of Health and other accredited schools or learning options to receive current information on trends healthcare

and evidence-based best practice guidelines for professional development to ensure quality care.

5. KNOWLEDGE, SKILLS AND ABILITIES

Describe the level of knowledge, experience and abilities that are required for satisfactory job performance.

Contextual Knowledge

- Theories, principles and practices of developing and implementing clinics in a remote setting;
- Knowledge of nursing processes;
- Theories, principles and practices of case management;
- Theories, principles and practices of developing and coordinating a telemedicine service;
- Theories, principles and practices of program evaluation;
- Theories, principles and practices of project management;
- Applicable legislation, policies and procedures including; the Government of Nunavut Medical Travel policy and Escort Guidelines.

Skills and Abilities

- Effective oral and written communication skills;
- Interpersonal and critical thinking skills;
- Strong collaboration and client centric skills;
- Computer skills including Microsoft office and information systems technology;
- Ability to work in a cross-cultural setting;
- Ability to set treatment plans according to diagnosis;
- Ability to obtain critical and relevant information through the use of interpreters;
- Ability to work with minimal direction on a day-to-day basis;
- Ability to work collaboratively within a multi-disciplinary team to ensure patients receive optimal care.

This above knowledge, skills and abilities is typically acquired through;

- Bachelor or Diploma of Nursing from a recognized Canadian University, or equivalent;
- Three years of recent experience in a broad-based acute care setting required;
- Nursing Registration with RNANT/NU is required.
- Current BCLS (Basic Cardiac Life Support) qualification is required.
- One year working in a Northern Remote Health Care setting considered an asset;
- One-year experience in a health care specialist clinic setting would be an asset;
- Certification in administration, preferably nursing, would be an asset;
- Experience working in Telemedicine would be considered an asset;
- Ability to communicate in more than one of Nunavut's official languages is an asset.

This is a Highly Sensitive Position. Vulnerable Sector and Criminal Record checks are required.

6. WORKING CONDITIONS

List the unavoidable, externally imposed conditions under which the work must be performed, and which create hardship for the incumbent. Express frequency, duration and intensity of occurrence of physical demands, environmental conditions, demands on one's senses and mental demands.

- Dealing with difficult clients and families can create intensity to situations that requires communication and diplomacy skills to ensure accurate, objective information is communicated.

Physical Demands

Indicate the nature of physical demands and the frequency and duration of occurrences leading to physical fatigue.

- There may be the requirement for long periods of standing and sitting.
- There may be requirements for long periods of sitting at meetings or at a computer workstation.

Environmental Conditions

Indicate the nature of adverse environmental conditions to which the jobholder is exposed, and the frequency and duration of exposures. Include conditions that disrupt regular work schedules and travel requirements.

- The incumbent will be involved with people who are stressed, worried and/or are under physical/psychiatric limits.
- Exposures to infectious diseases, hazardous and/or toxic chemical and drugs.

Sensory Demands

Indicate the nature of demands on the jobholder's senses to make judgements through touch, smell, sight and hearing, and judge speed and accuracy.

- Multi-sensory attention during work processes is required including considerable sensory attention for reading, observing and focused listening.

Mental Demands

Indicate conditions that may lead to mental or emotional fatigue

- The incumbent is required to concentrate for long periods of time.
- The position routinely deals with a high degree of stress (time-limited decision-making, unforeseen circumstances, evolving and changing priorities, and dealing with constant schedule changes).
- The role requires tactful interaction with patients, families and staff
- There is a need to handle several complex issues concurrently while maintaining attention to detail.
- There is also the possibility of exposure to physical and verbal abuse/threats.
- The incumbent must exercise a high degree of flexibility in working in cross-cultural settings.

7. CERTIFICATION

_____ Employee Signature	_____ Supervisor Title
_____ Printed Name	_____ Supervisor Signature
_____ Date I certify that I have read and understand the responsibilities assigned to this position.	_____ Date I certify that this job description is an accurate description of the responsibilities assigned to the position.
_____ Deputy Head Signature	
_____ Date I approve the delegation of the responsibilities outlined herein within the context of the Attached organizational structure.	

8. ORGANIZATION CHART

Please Attach Organizational Chart indicating incumbent’s position, peer positions, subordinate positions (if any) and supervisor position.

“The above statements are intended to describe the general nature and level of work being performed by the incumbent of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position”.

9. Appendix A – List of Positions and Corresponding Information

Position	Supervisor	Community	Freebalance Code
10-13021	10-09633	Iqaluit	10647-01-2-235-1000000-01
10-14282	10-09633	Iqaluit	10020-01-1-235-1000000-01
10-13022	10-09633	Iqaluit	10020-01-1-111-1083602-04