



July 30, 2024
Internal/External Job Posting – HC01-24-17
RISE Community Health Centre
Primary Care Supervisor (RN) – Full-Time, Permanent

Collingwood Neighbourhood House (CNH) is a not-for-profit Society serving the Renfrew-Collingwood (RC) neighbourhood of East Vancouver. CNH's mandate is to promote the well-being of the Renfrew-Collingwood community by providing leadership and working collaboratively with individuals, families, agencies and other groups to develop and support inclusive, innovative, sustainable initiatives and services that respond to the community's social, educational, economic, health, cultural and recreational needs.

RISE is a community-based CHC that is part of the Primary Care Network strategy and funded by the Ministry of Health. RISE CHC supports the health and well-being of Renfrew-Collingwood residents who are facing barriers to achieving health by offering community-based primary care and health promotion services. Populations of focus include Newcomers, LGBTQ2S+, Indigenous, Isolated Seniors, Youth, people experiencing Homelessness, those working in the Sex Trade, and those experiencing Mental Health and Substance Use issues. Services are delivered by a diverse interdisciplinary team, working in partnership with other Collingwood Neighbourhood House departments and partnering agencies.

This is an incredible opportunity to be part of the RISE CHC team, where you will work with committed and passionate professionals in the provision of integrated, high quality, holistic health services. We encourage applicants with lived experience of structural inequity to apply, and in particular those who identify as Black, Indigenous, and/or people of colour.

JOB OVERVIEW

We are seeking a Primary Care Supervisor (RN) to join Collingwood Neighbourhood House's RISE Community Health Centre team. They will work as part of an interdisciplinary team with Nurse Practitioners, Family Physicians, Community Health Workers, nurses, allied health, Medical Office Assistants and more. The Primary Care Supervisor will report to the RISE CHC Clinic Coordinator.

The Primary Care Supervisor is responsible for:

- Providing high quality primary care in alignment with RISE CHC values and mandate
- Creating and implementation of clinical workflows, with input and support from the team
- Supporting interdisciplinary staff with daily clinical workflow and service provision by acting as a clinical resource, supporting with client service navigation, creating and ensuring safe work practices, and reviewing and adjusting the CHC schedule to ensure client needs are met and clinician workload is balance.
- Providing and/or coordinating clinical education and orientation activities with staff, including facilitating groups, coaching, conducting formal/informal presentations and demonstrations.
- Working with and supporting community partners through partnership, referrals and health related education and advocacy
- Assisting in triaging RISE CHC referral and intake process.
- Assisting the Clinic Coordinator and Clinical Lead in the development, updating and implementation of RISE CHC policies and procedures.
- Assisting with recruiting, hiring, and retaining staff.

- Providing primary care, health promotion education and outreach nursing to CHC clients and the broader Renfrew-Collingwood Community.
- Backfill of RN/LPN role when no coverage is available

QUALIFICATIONS

- Graduation from an approved School of Nursing with current practicing registration as a registered nurse (RN) with the British Columbia College of Nurses & Midwives (BCCNM).
- Three (3) years recent related nursing experience including two (2) years in a leadership, or an equivalent combination of education, training and experience.
- An egalitarian philosophy and non-judgmental attitude (i.e. gender, culture, race, sexual orientation, language, ability and more).
- Experience promoting collaboration, capacity building, teamwork, and communication within a diverse interdisciplinary team.
- Experience in overseeing clinic workflow and scheduling.
- Experience in arranging and providing in-services education/training for staff i.e. skills/procedures.
- Experience in providing culturally safe and trauma informed care.
- Experience in assessing and streamlining primary care service delivery i.e. Triage, Outreach, etc.
- Experience in managing medical supplies and inventory.
- Experience in collecting blood samples.
- Proficient in using electronic medical records, word processing, internet and email software.
- Physical ability to perform the duties of the position.
- Current CPR certification.
- Fully vaccinated against COVID-19

KNOWLEDGE & SKILLS

- Demonstrated ability to plan, set priorities, organize work and meet deadlines.
- Demonstrated ability to provide day- to- day clinical and workflow supervision.
- Demonstrated ability to lead interdisciplinary teams
- Strong critical thinking and problem-solving skills when making decisions, resolving issues/conflict.
- Comprehensive knowledge of health care disciplines and roles within primary health care.
- Demonstrated ability to adjust to new or unexpected events.
- Knowledge of Community Health Nurses Standards of Practice and guidelines for clinical practitioners.
- Demonstrated ability to provide nursing assessments, diagnosis, interventions and treatments related to common diagnosis and specific clinical situations relevant to priority populations.
- Demonstrated ability to triage clients and provide treatment planning, supportive counseling, crisis intervention, and case coordination/management.
- Able to communicate effectively, both orally and in writing, one-on-one and in group settings.
- Able to effectively employ conflict resolution and reconciliation techniques and approaches.
- Broad knowledge of crisis intervention and counseling skills.
- Broad knowledge of mental health and wellness, substance use and treatment, including harm reduction approaches.
- Broad knowledge of local community health and social service resources and referral options.

ASSETS

- Fluency in identified non-official languages based on neighborhood demographics.
- Additional nursing courses, certifications, or experience in: immunization, foot care, PAP, addictions care, wound care, contraceptive management and sexually transmitted infections.
- Experience working with medical interpreters.
- Training or experience in motivational interviewing techniques or Brief Action Planning.
- Advanced experience working with OSCAR or equivalent electronic medical record.

JOB DETAILS

- **Schedule:** 35 hours per week Tuesday - Saturday; Tuesday, Wednesday, and Saturday 9:00am – 4:30pm; Thursday and Friday 11:00 – 6:30pm
- **Remuneration:**
 - Salary range: \$49.20-63.47/hr (based on years of experience in an RN Level 4 role)
 - Extended health and dental benefits
 - Annual reimbursement for: British Columbia College of Nurses and Midwives licence renewal fees and CNPS liability protection fees
 - Paid vacation starting at 4 weeks per year (based on 35hrs/week) plus paid sick days
- **Location:** RISE Community Health Centre, 5198 Joyce Street, Vancouver and community settings in Renfrew-Collingwood
- **Expected Start Date:** Sept 3, 2024.

APPLICATION PROCESS

Applicants must be legally entitled to work in Canada, with priority given to Canadian Citizens and permanent residents. If you are not currently authorized to work in Canada, the employer will not consider your job application. As per the Collingwood Neighbourhood House Human Resources Policies and Procedures, all factors being equal, first priority will be given to qualified internal and local applicants.

Equality of opportunity and diversity is important to us. We do not discriminate on the basis of race, religion, colour, ethnicity, gender, sexual orientation, age, marital status, or disability.

PLEASE SUBMIT A COVER LETTER AND RESUME TO:

Nilam Khoja
Manager, RISE Community Health Centre
Collingwood Neighbourhood House
5198 Joyce Street, Vancouver, BC, V5R 4H1
Email: risechc@cnh.bc.ca

Please quote reference HC01-24-17

CLOSING DATE: August 21, 2024

APPLICATIONS WITHOUT A COVER LETTER WILL NOT BE CONSIDERED.

NO PHONE CALLS PLEASE. ONLY SHORTLISTED CANDIDATES WILL BE CONTACTED.