



**INTERNAL/EXTERNAL JOB POSTING**  
**BILINGUAL CARE COORDINATOR-Regional Integrated Care**  
**2 Full-Time Positions – one is ongoing, one is for 1 year**

South-East Ottawa CHC is a Community Health Centre which offers a range of health and social services to residents as well as being the lead agency for Regional Integrated Care (formerly Healthlinks). We are seeking applications for two full time Care Coordinators to support integrated care for people with complex needs – one will be an indeterminate position and the other is a one-year contract. Working together, the team aims to enhance the experience and improve health outcomes for people with complex health conditions by building capacity and implementing standardized practices for integrated care coordination.

**DUTIES AND RESPONSIBILITIES**

As a key member of the care team, using an intensive case management approach, the Integrated Care Coordinator/Coach will manage a caseload of clients with complex needs; bring together clients, their family/supports and care teams (medical, social, community oversight) to develop and support a coordinated care plan based on the goals/priorities of the client; work with dispersed partner organizations to facilitate a common understanding and full adoption of the approach to integrated care for complex clients; Conduct touch-points with clients to: encourage health literacy and self-management, gauge progress, provide support and real time care plan adjustments as needed; Play a key role in improving patient transitions within the health care system by encouraging a high level of collaboration and co-ordination between members of the client's care team; advocate for clients and provide information to clients and their care team

**COVID-19 PROTOCOL:**

South-East Ottawa Community Health Center requires **ALL** employees to be **Fully Vaccinated against Covid-19**. Individuals who cannot be vaccinated due to **substantiated grounds** (medical and other protected grounds under the Ontario Human Rights Code) **may ask South-East Ottawa Community Health Center to validate the exemption** and request an accommodation for these rare circumstances. If approved, they will be subject to additional health and safety measures.

**QUALIFICATIONS:**

- Current registration with a College and/or regulatory body (ONA, OCSW, etc.)
- Post-secondary education in health and/or social services
- Diploma or continuing education in case management and/or care coordination is an asset.
- 3 – 5 years demonstrated experience in community and/or primary care setting that includes client counseling, care coordination, case management and/or discharge planning;
- Background in clinical practice, social work, and/or community health with experience performing a comprehensive health or symptom directed assessment and synthesizing data from multiple sources
- Experience serving those living with mental health and addictions
- Ability to solve problems and adapt to changing circumstances within the work environment and effectively support change.
- Ability to mentor and coach dispersed partner's front line staff in adopting new tools and methodologies.
- Ability to function as change agents and implement change management activities to ensure the integrity and quality around processes are standardized
- Demonstrated understanding of the social determinants of health and the impact on clients
- Training in Non-Violent Crisis Intervention, First Aid & CPR, MI training, ASSIST, etc.
- Fluency in English and French is required, other languages an asset
- Must provide proof of Covid-19 Vaccinations

**Salary:** \$62,662 to \$73,728/annum, commensurate with experience. HOOPP eligible.

At SEOCHC we are committed to diversity, equity and inclusion. We welcome applicants with diverse gender identities, sexual orientations, disabilities, and/or ethno-racial status that reflect the broad community we serve.

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**Letters of Application** including your resume and cover letter outlining your interest/motivation and key competencies for this role must be received by **4:00 pm Tuesday January 18<sup>th</sup>, 2022**

Attn: Human Resources  
South-East Ottawa CHC

<https://seochc.bamboohr.com/jobs/view.php?id=148>

Thank you for your interest. Only candidates selected for an interview will be contacted. The Centre is committed to employment equity. SEOCHC will provide accommodation for applicants with disabilities in its recruitment process. If at any stage in the selection process you require accommodation due to disability,

please let us know the nature of the required accommodation.