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| **Service Coordinator**

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| **Competition #**  | 220313 | **Location:**  | St. John’s Rehab |
| **Classification:**  | Regular Full-time  | **Department:** | Outpatients  |
| **Salary:**  |  | **Union:**  | Non-Union |
| **Hours of Work:**  | Weekdays: Days, 8 hrs; As per schedule |

The Service Coordinator is primarily responsible for providing support for the timely and efficient processing and coordination of referrals to Outpatient Services. The incumbent may also be responsible for providing operational support for ongoing quality improvement initiatives, continuing education activities and research within Outpatient services. Summary of Duties1. Provide daily operational support for administrative staff in the coordination of referrals management.
* Oversee scheduling process in collaboration with Clerical Assistants in order to ensure the meeting of wait time accountabilities and to oversee waitlist management.
* Collaborate with and provide clinical expertise to Clerical Assistants in order to prioritize and problem-solve patient scheduling and service access for programs, individual services and physician clinics
* Provide patient navigation to ensure ongoing timely access, and approvals for care (WSIB and MVC)
* Oversee, track, and finalize clinical reporting to WSIB and Insurers to ensure consistency, accuracy and compliance with reporting timelines.
* Act as Authorizing Officer for St. John’s Rehab on Health Claims for Auto Insurance (HCAI), oversee submission of OCF-18 treatment plans, gather and input relevant clinical and demographic information in OCF-18 drafts and act as signing Health Practitioner
1. Provide operational support to Physician clinics, and participate in patient care planning and coordination of other services as required by Outpatient physicians
	* Coordinate and attend program-specific clinics with patients to provide operational and clinical guidance for rehabilitation.
2. Lead Team Rounds across several Outpatient programs, including coordination, facilitation, and providing operational guidance.
3. Oversee patient attendance management via collaboration and problem-solving with clinicians and patients
4. Provide operational guidance to and collaborate with clinicians regarding Outpatient Services policies and practices in order to inform decisions about length of stay, medical holds, program reentry and discharge.
5. Engage with patients and team members to problem solve around conflicts and to exercises de-escalation techniques as needed.
6. Facilitate the identification, implementation, and monitoring of continuous improvement initiatives related to key operational processes.
7. Participate in program development and assist in the development of new business opportunities related to Outpatient Services.
8. Conduct and analyze referral data reports from different referral sources and contribute to ongoing process improvement
9. Other reasonable duties as assigned.
10. May have access to confidential information related to Labour Relations.

Qualifications/Skills1. A Master’s Degree in Clinical/Health Sciences Bachelor’s degree required.
2. Current certification of competency from a professional regulatory college
3. Experience with WSIB populations is a requirement
4. Two years relevant experience with Neurological conditions, within a health related setting.
5. Experience with Trauma and Amputees within a health care setting is an asset
6. Excellent communication and organizational skills
7. Ability to facilitate cooperative working relationships with multiple internal and external contacts
8. Proficiency in the use of MS Office software products and other associated programs.
9. Interest in research is an asset

**Date Posted: July 30, 2024****Last Day for Application:** xxx * The location and/or details in the job posting may change depending on operational needs.
* Qualified Applicants must submit both an Internal Application/Transfer Form and current Résumé to the Human Resources Department at their campus. Qualifications, skills and demonstrated satisfactory attendance and performance are considered as part of the selection process.
* Sunnybrook is committed to providing accessible employment practices that are in compliance with the Accessibility for Ontarians with Disabilities Act (‘AODA’). If you require accommodation for disability during any stage of the recruitment process, please indicate this on your Internal Application/Transfer Form.

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