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| **Holland Centre Patient Navigator**

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| **Competition #**  |  | **Location:**  | Holland Centre |
| **Classification:**  | Full-Time  | **Department:** | Holland Bone and Joint Program |
| **Salary:**  | $ | **Union:**  | Non-Union |
| **Hours of Work:**  | Monday to Friday, Days (some flexibility required) |

**Summary of Duties**The Patient Navigator reports to the Manager of Rehabilitation & Program Development and will focus on leading initiatives related to supporting the overall experience for patients having surgery at the Holland Centre and through the Toronto Regional Arthroplasty Collaborative (TRAC). The patient navigator is responsible for activities related to bundled care for total joint replacement including monitoring and reporting data regarding access to needed services, patient flow, and patient outcomes. The patient navigator will examine process and practices to evaluate and implement initiatives to support patients through their continuum of care. Working with the Program leadership team and interprofessional teams, the patient navigator will be integral to ensuring the achievement of the Holland Bone and Joint Program goals. Responsibilities include: * Communicating with and answering inquiries from patients and families throughout their surgical journey to ensure all their care needs are being met
* Initiating contact with patients after discharge from hospital, and answering/triaging inquiries to the appropriate health professional or resource
* Provide support to patients in arranging appropriate care after discharge (ie. Physiotherapy)
* Tracking, analysing, and reporting data to continuously improve care and services
* Liaise with surgical offices to ensure consistent surgical/follow up practices
* Ensuring use of mobile app in preparing for surgery and recovery, monitoring the app dashboard, and act as key contact with the vendor
* Facilitating outpatient rehab referrals, home care referrals, tracking outcomes and liaising with community providers/partners
* Monitor collection and compliance with Patient Reported Outcome Measures
* Leading various education initiatives and committees
* Working with Holland Centre Leadership team to address program goals and objectives

**Qualifications/Skills*** Regulated Health Professional registration with their professional college
* Master’s degree in a related field preferred.
* Five years of experience in surgical care is preferable.
* Experience with post-operative wound care, pain management and discharge planning is an asset
* Strong verbal, written and presentation skills
* Demonstrated ability to work and adapt effectively in a dynamic environment
* Excellent interpersonal skills; conflict resolution
* Knowledge of available community resources
* High level of initiative and self-direction.
* Ability to problem-solve and prioritize work.
* Proficiency in Microsoft including Word, Excel, Outlook, and PowerPoint

**Date Posted:** **Last Day for Application:** * 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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