



## POSITION DESCRIPTION

**POSITION TITLE:** Primary Care Connector                      **DEPARTMENT:** Primary Care  
**CLASSIFICATION:** Community Mental Health Worker IV    **APPROVED BY:** Regional Lead - Community & Continuing Care  
**UNION:** MGEU Professional Technical                      **DATE APPROVED:** June 18, 2019

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### REPORTING RELATIONSHIPS

**POSITION REPORTS TO:** Director, Health Services – Public Health-Healthy Living & Primary Care/Designate

**POSITIONS SUPERVISED:** None

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### POSITION PURPOSE

Reporting to the Director, Health Services or Designate, and under guidance of the Provincial Family Doctor Finder Coordinator, the Primary Care Connector acts as a member of the Primary Health Care Team. The Primary Care Connector has a key role in achieving the commitment by Southern Health-Santé Sud in supporting integrated community health and provincial clinical and preventive services planning. The incumbent facilitates and coordinates stakeholders and activities within the health region to achieve the goal of connecting residents without ongoing primary care with a primary care clinic (their “home clinic”). Through use of the Unattached Patient Registry (Family Doctor Finder database), the Primary Care Connector acts as a referring agent between physicians/nurse practitioners and individual Manitobans. The Primary Care Connector develops and establishes relationships with local primary care providers and other community health services such as public health, home care, mental health, and community health; promotes Family Doctor Finder within the communities served; and supports providers to enhance participation in the program. The incumbent monitors the list of program registrants, maintains a list of available physicians or nurse practitioners, assesses needs and facilitates referrals. This role supports all health services in the region in ensuring continuity of care by linking people to a home clinic.

The incumbent exercises the appropriate level of initiative and independent judgment in determining work priorities, work methods to be employed and action to be taken on unusual matters. The position functions in a manner that is consistent with the mission, vision and values; and the policies of Southern Health-Santé Sud.

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### ESSENTIAL FUNCTIONS AND BASIC DUTIES

Duties and functions include but are not limited to the following:

- Works with primary care clinics in the region to: identify their ability to attach more patients or communities; help identify and address barriers; encourage practice change to support attachment; identify potential community partners; and connect individuals/communities with clinics.
- Brings evidence-based office efficiency ideas to primary care clinics; assists clinics in identifying additional options to increase capacity for accepting new patients (e.g. Advanced Access).
- Links with Regional Health Authority leadership, sites/services/programs to identify opportunities to assist clinics in increasing capacity for new patients.
- Responsible for analysis of program and service specific indicators and reviews regularly with the Director, Health Services – Public Health-Healthy Living & Primary Care/Designate.
- Participates in evaluation of program impact and trend analysis.
- Maintains registry database and submits reports according to standards established by the Family Doctor Finder Program.
- Connects registrants with a potential provider “match” using the provincial Unattached Patient Registry as a “central intake” tool to identify unattached patients/communities in the region.
- Assesses registrant clinical needs in relation to provider suitability (future enhancement).
- Encourages and supports registrants who face a longer wait time in continuing their efforts to find an appropriate provider during the attachment process.
- Problem-solves inquiries and issues based on registrants’ needs and services available.
- Respects registrants’ privacy, autonomy, ethnic, spiritual, linguistic, familial, and cultural differences.
- Regular interaction and communication with the Director, Health Services – Public Health-Healthy Living & Primary Care/Designate in apprising him/her of any problems, situations and or issues as they arise.
- Communicates and maintains functional relationships with appropriate leadership to promote efficient inter-program and inter-regional functioning.
- Works with regional stakeholders to engage and involve community partners in identifying unattached residents and encouraging involvement with program.
- Works with the Regional Health Authority’s Communications Team to implement a regional communication plan.
- Reports to Director, Health Services – Public Health-Healthy Living & Primary Care/Designate to ensure integration with goals and objectives; identify and problem solve issues as they arise; and report on progress.
- Maintains regular communication with Provincial Primary Care Connector as well as other Regional Care Connectors to support coordination, consistency and learning within the Family Doctor Finder Program.
- Works with Executive Assistant, Medical Administration or designate to establish and maintain a regional primary care provider database for purposes of reporting, as required through the Family Doctor Finder program.
- Dialogues re: business implications and identifies fee-for-service clinics interested in partnering with Manitoba Health to incorporate an alternate provider (e.g. physician assistant, registered nurse or registered psychiatric nurse) in return for an agreement to attach more patients.
- Maintains and updates professional development activities/certification through continuing education programs, literature reviews, publications and presentations.
- Contributes to making the organization safe for patients, residents, clients and staff, and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.

- Pursuant to the Regional Health Authority Act, Southern Health-Santé Sud is designated bilingual (English/French). Accordingly, all employees accept responsibility to support clients in their official language of choice.
- Performs other duties as assigned.

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RESPONSIBILITIES AND ACCOUNTABILITIES ARE ASSIGNED IN BROAD ORGANIZATIONAL OBJECTIVES. THE POSITION IS SUBJECT TO REVIEW OF GENERAL EFFECTIVENESS AND ATTAINMENT OF OBJECTIVES THROUGH PERFORMANCE MEASUREMENTS.

## **PERFORMANCE MEASUREMENTS**

1. Successful completion of probation.
2. Biennial performance appraisal.
3. Adherence to established standard practices through review of documentation and statistics.

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## **QUALIFICATIONS**

### **EDUCATION/CERTIFICATION:**

- University degree in a health-related discipline at a Bachelor's level required, including but not exclusive to Nursing, Social Work or Human Ecology.
- Other relevant education and experience may be considered.
- Active license and registration to practice as required by professional association and provincial legislation.

### **KNOWLEDGE REQUIRED:**

- Knowledge of and experience working with diverse populations and/or community health services, across various health disciplines required.
- Thorough knowledge of the health care system at the Regional Health Authority level and within the Province of Manitoba required, including knowledge of:
  - Processes and structure of regional health care programs and services;
  - Cultural and other demographic influences on regional program and service needs;
  - Structures, daily processes, challenges and issues in a primary care clinic-based environment;
  - Available internal, external and community resources, with the ability to effectively utilize resources to meet organizational objectives.
- Knowledge and familiarity with evidenced-based practice and continuous quality improvement environment.
- Proficiency with MS Office Suite of programs (Word, Excel, PowerPoint, and Outlook).

### **EXPERIENCE REQUIRED:**

- Minimum two (2) years recent clinical experience working in a health care environment required
- Experience working within a multi-disciplinary team.

### **SKILLS/COMPETENCIES/CONDITIONS OF EMPLOYMENT:**

- Demonstrated ability to build and maintain positive, respectful and professional working relationships and work effectively across various health disciplines.
- Demonstrated ability to work in a team as well as independently.
- Demonstrated approachable and welcoming demeanor.

- Demonstrated ability to provide a high level of attention to detail and accuracy.
- Demonstrated leadership, interpersonal, communication (verbal & written) and organizational skills.
- Demonstrated strong facilitation skills and knowledge of the principles of adult learning.
- Demonstrated decision making and problem-solving skills.
- Demonstrated ability to display independent judgment.
- Demonstrated ability to prioritize and work in a fast paced and changing environment.
- Demonstrated ability to work under changing conditions and/or pressures without loss of effectiveness.
- Demonstrated ability to network across community agencies and other community organizations.
- Given the cultural diversity of our region, the ability to respect and promote a culturally diverse population is required.
- Proficiency of both official languages is essential for target and designated bilingual positions.
- Demonstrated ability to respect confidentiality including paper, electronic formats and other mediums.
- Demonstrated ability to meet the physical and mental demands of the job.
- Good work and attendance record.
- Completes and maintains a satisfactory Criminal Record Check, Vulnerable Sector Search, Adult Abuse Registry Check and Child Abuse Registry Check, as appropriate.
- All Health Care workers are required to be immunized as a condition of employment in accordance with Southern Health-Santé Sud policy.
- Requires a valid Class 5 driver's license, an all purpose insured vehicle and liability insurance of at least \$1,000,000.00.

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**WORK CONDITIONS:**

- No hazardous or significantly unpleasant conditions.
- May work occasionally evenings and weekends as necessary.
- Will be required to travel to other regional facilities as the position duties may require.

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**SALARY SCALE:**

As per MGEU Professional Technical Collective Agreement Salary Scale.

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Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.