



### OUR VISION, MISSION & VALUES:

Women's Health Clinic (WHC) provides accessible, woman-centred services, creates strategic partnerships and advocates for system change. We work toward the vision of having equitable health and wellness services within and beyond WHC, delivered through a feminist lens. All our work is guided by our values – choice, inclusion, social justice, innovation and integrity.

### WHC EXPECTATIONS:

Every employee is expected to contribute to the mission, vision and values of WHC, and the achievement of its strategic plan through collaboration and teamwork. Employees are expected to consistently attend work, function within WHC's principles of services, contribute to the quality of our services for clients and look for ways to improve our overall effectiveness and enhance client experience. Employees will respect each other, clients and members of the public and create an environment where clients have the information, knowledge and support they need to achieve their individual health and wellness goals.

### WHC PROMISE:

WHC will provide employees with a respectful, healthy and safe work environment and compensate and recognize employees in a fair and meaningful way. We will provide employees with opportunities to participate in planning and decision-making and to communicate your concerns, ideas and suggestions. We will listen and be responsive. We will support employee growth and development through a culture of coaching, learning and encouragement.

#### **Job Stream: D**

**Union Classification:** Nurse Practitioner

**Position:** Clinical Nurse Specialist, Abortion Program

**Position Reports to:** Director of Programs

### POSITION SUMMARY

The Clinical Nurse Specialist of Women's Health Clinic has overall responsibility for the implementation of the Abortion medical protocols and patient care. This person will work alongside our Medical Director to oversee all phases of medical services at our Clinic including the Procedure Room, the Recovery Room, the Lab and Ultrasound. The Clinical Nurse Specialist will be a key component of our management team and will work with the Program Director and the Manager of Health Services to ensure that we provide the highest standards of patient care in a safe and respectful environment.

#### ***Job Specific Day To Day Activities***

1. Ensure that the organizational procedures align and comply with external regulators, accreditations and all necessary collective agreements, etc.;
2. Ensure that approved policies, practices and procedures are understood and implemented within their team or program area.
3. Guide the development and the implementation of organizational policies/procedures/standards for the Abortion Program and share accountability for their effectiveness with the medical director and program director.
4. Perform administrative functions related to nursing care delivery, quality improvement, risk assessment and is accountable for the work of nursing staff in the program.

5. Work in collaboration with the Nurse of the Day on procedure days to provide first-line supervision
6. Provide direct nursing care by planning, implementing and evaluating perioperative care to women undergoing abortions and maintaining related records.
7. Provide critical input into the evaluation of care given by employees and report concerns to medical director and/or program director as appropriate.
8. Identify, recommend and supervise training/skill enhancement for staff.
9. Proactively identifies program or service issues.
10. Investigate occurrences in collaboration with the Leadership Team and implements program and practice changes to improve service.
11. Assess community target group needs on an ongoing basis; propose changes to program objectives as indicated.
12. Oversee program specific use of Electronic Medical Record (EMR) including charting, scheduling, tasks, documents and letter queue; merging clients and proposing changes and improvements as program requires.
13. Ensures adequate records are developed and maintained; coordinate collection of statistical and participant information and prepare annual work plan, quarterly and statistical reports.
14. Liaise with funders in conjunction with the director and executive director.
15. Collaborate with Program Director on culture and team building initiatives to ensure a strong, supported, and passionate team;
16. Where appropriate, participate in hiring of new staff;
17. Where appropriate, engage in advocacy for the provision of abortion care throughout the province
18. Participate in clinic team meetings and in other meetings relevant to nursing issues.
19. Participate in relevant internal and external committees and meetings as requested.

### **Position Specific / Initiatives**

- Coordinate accreditation preparation and response and implementation of recommendations and standards in collaboration with the Nurse of the Day.
- Perform client care duties and functions as listed in the CRNM Competencies and Standards of Practice for Registered Nurses on Extended Practice Register.
- Provide treatment to clients with STBBI positive test results and share reportable STI results as appropriate.
- Communicate test results and pertinent information to clients and/or physicians as appropriate; make referrals to other agencies, physicians or care givers as appropriate.
- Liaise with outside medical, lab and diagnostic facilities regarding care or treatment of clients.
- Arrange clinical placements and act as a clinical preceptor for nursing students and nurses training at the advanced practice level
- Perform other duties as assigned

### **Competencies**

#### **Client Service** (delivers client-centered service)

- Demonstrates in-depth understanding of diverse client needs and circumstances
- Provides attentive and supportive services to address client needs
- Follows-up to evaluate client services, needs and requirements and makes adjustments as required
- Provides guidance and feedback on client service policies and protocols
- Sets and oversees the work environment for client service excellence

#### **Teamwork** (works effectively with diverse individuals, groups and communities, and builds collaborative partnerships and relationships)

- Is accessible and supportive to team members

- Adapts leadership style to meet the diverse and cultural needs of others
- Identifies beneficial partnerships and builds new relationships effectively
- Creates and works to support a work environment for effective teamwork and collaboration
- Works effectively in conflict situations to achieve a mutually beneficial result
- Identify conflict areas and mediate as necessary for resolution
- Builds a positive and inspiring work environment.

**Communication** (effectively exchanges information and ideas to inform, educate, influence or advocate)

- Demonstrates active listening to others to ensure understanding
- Adjusts tone and messages depending on audience needs
- Influences and/or advocates for a person or cause in an effective manner
- Fosters an environment that promotes effective and respectful interactions
- Communicates honestly, respectfully and constructively in situations that may be tense and is aware of and minimizes the impact of a real or perceived power imbalance and impact on others
- Ensures confidential information is maintained by self and team; identifies risks to management

**Planning and Organizing** (effectively plans, prioritizes, coordinates and implements required actions and resources to maximize outcomes)

- Creates plans and coordinates projects, programs and tasks involving diverse skill sets
- Ensures program goals and employee actions align with and support the organization's vision, mission and strategic goals
- Monitors plans, expenditures and resource requirements and makes appropriate modifications and recommendations
- Advises Director(s) of risks in a timely manner to take proactive action

**Analysis, Problem Solving and Evaluation** (effectively analyzes, assesses and applies information to facilitate appropriate solutions and effective decisions)

- Identifies and critically analyses options to address needs and determine appropriate actions
- Makes effective decisions based on assessment and evaluation
- Provides solutions or resources to implement action plans for difficult/crisis situations
- Delegates decision making down to appropriate level if needed
- Builds support from stakeholders impacted by actions or decisions
- Evaluates actions, solutions and decisions once implemented and makes future adjustments as required

**Leadership** (demonstrates skills and expertise to contribute to business results effectively and with integrity)

- Holds self and others responsible for fulfilling work commitments
- Ensures accuracy, high standards and accountability for own work results and team
- Responds efficiently and effectively to staffing issues within the scope of their role
- Fosters an environment that encourages others to share ideas
- Challenges assumptions and status quo thinking in self and others
- Is recognized as a change agent and helps others adapt to change effectively
- Provides timely and constructive feedback to others for development within the scope of their role
- Accepts feedback from others and acts on information
- Develops self and supports others to develop skills and experience

**Technical/Position Specific Competencies** (the application of competencies specific to professional certification/association standards and guidelines)

- N/A

**Risk Management**

- Conduct random program audits to ensure quality control in: health care assessments; accurate diagnosis, following established clinical guidelines; conducting proper chart reviews; and assessing accuracy in standardized client information.

**Education/Experience**

- Master's degree in Nursing and proof of registration with the College of Registered Nurses.
- Minimum of 5 years' experience in clinical supervision
- Advanced Cardiovascular Life Support (ACLS) or Basic Cardiac Life Support (BCLS) certification
- 2 years' experience in program, procedure and systems development and/or an equivalent combination of education and experience
- Minimum of 2 years' experience in direct supervision of staff preferably in a unionized setting
- Experience in group facilitation, public speaking and health education
- Demonstrated computer proficiency