



### 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:** B

**Union Classification:** Nurse II

**Position:** Nurse, Abortion Program

**Position Reports to:** Team Leader, Abortion Program

### POSITION SUMMARY:

To provide high quality, safe, ethical, supportive and confidential clinical care and education on issues related to women's reproductive health including medical and surgical abortion.

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

1. Maintain a strong knowledge base and clinical skills to provide relevant support to clients and accurately assess client needs; participate in health care functions and counselling as required
2. Assume full responsibility for a unique area and provide relevant and timely comprehensive health assessment and support
3. Perform direct care delivery of duties and all related functions in the areas of ultrasound, pre-op; intra-op support; intra-op instrument nursing; post-op recovery room nursing (including Rh testing and WinRho administration); and counsellor coverage
4. Facilitate and disseminate information and respond and assist with a wide range of issues
5. Ensure accurate standardized records are created and maintained; provide relevant statistical information to team leader, director and medical director as requested

6. Participate in peer reviews to support client service excellence
7. Maintain a strong external and community network, participating in sessions, speaking engagements and other educational events as required
8. Participate in training of other staff and students

### ***Position Specific / Initiatives***

N/A

### ***Competencies***

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

- Understands clients and their needs
- Provides prompt, attentive service to address client needs
- Follows-up to evaluate client needs and requirements
- Problem solves independently and with others to help resolve issues
- Understands the connections between own work and other program areas, agencies and resources to serve client needs

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

- Provides assistance, information or other support to others
- Understands diverse and cultural needs of others and adapts own behaviour to meet those needs
- Builds and maintains collaborative and respectful working relationships with others
- Works effectively in conflict situations to achieve a mutually beneficial result
- Participates in and builds opportunities for a positive work environment

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

- Listens effectively to others to ensure understanding
- Follows and provides clear verbal and written information to individuals and/or groups
- Communicates honestly, respectfully and constructively
- Ensures confidential information is maintained; identifies all risks to management
- Follows up to ensure others understand information

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

- Organizes, prioritizes and plans own tasks to complete work efficiently and effectively
- Coordinates information/ resources from others
- Maintains organized records and documentation
- Identifies and informs team leader or director of work delays in a timely manner

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

- Accurately assesses relevant information to determine appropriate actions
- Identifies and anticipates potential problems within their own work and within the program
- Identifies and raises concerns and issues in a timely manner
- Makes recommendations for how to address problems identified
- Evaluates own actions or solutions

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

- Utilizes skill and knowledge to complete work efficiently
- Ensures accuracy and high standards for work results
- Shows accountability in work and follows through on all goals and commitments
- Demonstrates and shares their ideas and expertise with others
- Identifies opportunities to continuously improve work activities and client service
- Adapts well to change and encourages others to embrace new ideas
- Is open to feedback for development
- Takes opportunities to develop own skill sets

**Technical/Position Specific Competencies**

(the application of competencies specific to professional certification/association standards and guidelines)  
N/A

**Risk Management:**

- Accurately completes all: health care assessments; diagnosis; chart reviews; and recording of client information according to college requirements, established clinical guidelines and standardized processes; as well as participating in random audits to ensure overall quality control.

**Education/Experience:**

- Proof of registration and certification with the College of Registered Nurses.
- Demonstrated computer proficiency.
- Minimum of 2 years' experience in a community health setting.
- Advanced Cardiovascular Life Support (ACLS) or Basic Cardiac Life Support (BCLS) certification