



### 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:** Nurse Practitioner

**Position Reports to:** Director, Clinical Programs

**POSITION SUMMARY:** This position is responsible and accountable for providing leadership and specialized clinical expertise in health care, health education, and counselling related to women's health as well as managing the coordination of approved community development initiatives and activities.

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

1. Maintain a strong knowledge base and skills to provide relevant support to clients and accurately assess client needs
2. Participate in health care functions and counselling as required including but not limited to, medical abortion, IUD insertions/removals, menopause and pelvic pain
3. Work independently in the areas of assessment, treatment planning, interpretation of laboratory investigations and other diagnostic testing
4. Perform client care duties and functions as listed in the CRNM Competencies and Standards of Practice for Nurse Practitioners
5. Ensure accurate standardized records are created and maintained
6. Provide relevant statistical information to management
7. Participate in peer/chart reviews to support client service excellence

8. Communicate test results and pertinent information to clients and/or physicians as appropriate
9. Make referrals to other agencies, physicians or care givers as appropriate
10. Maintain a strong external and community network, participating in education sessions, speaking engagements and other educational events
11. Participate in consultation and training to WHC staff, volunteers, students and other professionals
12. Assist in recruitment, training, and supervision of replacement nursing staff
13. Participate in performance appraisals with team members
14. Arrange clinical placements and act as a clinical preceptor for nursing students and nurses training at the advanced practice level
15. Participate in team meetings and working groups

***Position Specific / Initiatives***

N/A

***Competencies***

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

- Demonstrates in-depth understanding of diverse client needs and circumstances
- Provides attentive and supportive service to address client needs
- Follows-up to evaluate client service, 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:**

- Accurately completes all: health care assessments; diagnosis; chart reviews; and recording of client information according to 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.
- Basic Cardiac Life Support (BCLS) certification.