

Patient Ombudsman Job Posting

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| Position Title: | Early Resolution Indigenous Specialist |
| Reports To: | Manager, Complaint Services |
| Location: | Toronto with work from home option for northern/rural-based individual |
| Number of Positions: | 1 |
| Salary Range: | \$66,975 to \$83,592 |
| Status: | Temporary Full-time (contract – up to 24 months) |
| Posting Period: | July 24 2020 – August 14 2020 |
| Competition Number: | 2020-002 |

The *Excellent Care for All Act, 2010* includes provisions that established the Patient Ombudsman. The Patient Ombudsman is responsible for receiving, resolving, and investigating complaints relating to Ontario's public hospitals, long-term care homes and LHIN coordinated home and community care.

THE OPPORTUNITY:

Join the team in the rewarding role of Early Resolution Indigenous Specialist. The Early Resolution Specialist is the first contact for people coming to Patient Ombudsman with concerns relating to the care and healthcare experience of patients, residents and caregivers in Ontario's public hospitals, long-term care homes and receiving LHIN coordinated home and community care.

The Early Resolution Indigenous Specialist receives, assesses and analyzes concerns to identify relevant issues and determine how best to resolve them. The Early Resolution Indigenous Specialist will answer intake phone calls, manage complex complaint files, conduct research, make inquiries to health sector organizations, engage in alternative dispute resolution or mediation and apply a number of strategies in an attempt to resolve concerns in an informal and timely manner.

This position of Early Resolution Indigenous Specialist will receive case files including where an Indigenous person has come forward with their concerns. They will also help Patient Ombudsman enhance our internal capacity to receive and resolve Indigenous healthcare concerns within Patient Ombudsman's jurisdiction.

An important function of this role will be to engage with Indigenous communities and health system leaders.

WHAT CAN I EXPECT TO DO?

Receiving and resolving healthcare concerns

- Professionally and courteously answers telephone enquiries from members of the public and promptly assesses the appropriate course of action.
- Obtains all relevant information by asking callers clarifying questions, validating understanding of issues from the client's perspective, and provides agreed upon referrals or navigation when required.
- Receives, assesses and analyzes written case files in order to determine risk, time-sensitivity, jurisdiction and relevant issues for resolution.
- Ensures that case files are appropriately prioritized and case-managed in order to conclude files in a timely manner.
- Conducts research, analyzes documentary evidence and conducts informal interviews as needed to arrive at evidence-based, objective and reasonable resolutions.
- Provides appropriate information, system navigation and referrals in response to cases that fall outside Patient Ombudsman's jurisdiction.
- Regularly assesses and analyzes cases to identify complex, multi-faceted or systemic issues that may need to be formally investigated or escalated to management.
- Identifies applicable legislation, regulations, policies or procedures and applies them appropriately to the issues identified to attempt resolution or to make appropriate recommendations on the disposition of concerns.
- Identifies culturally appropriate Indigenous practices to resolution to cases accordingly.
- Applies knowledge of Indigenous Alternative Dispute Resolution when appropriate.
- Considers and applies principles of administrative fairness to issues when working to achieve fair outcomes.
- Communicates with all parties with a focus on resolution.
- Collaborates with a diverse team of resolution specialists and investigators to arrive at creative and innovative resolutions as an equal partner.
- Adheres to timelines and deadlines.

Documentation and Report Writing

- Creates and maintains factual, objective and accurate documentation within a case management system to support accountability and evidence-based decision-making.
- Ensures that all information obtained in the course of an enquiry or resolution is recorded, documented and stored appropriately to ensure confidentiality.
- Regularly prepares correspondence and other documentation that clearly communicates the substance of a concern, the actions and decisions of Patient Ombudsman and the rationale for resolution.
- Ensures that all written correspondence is professional, clear, concise and accurate.
- Prepares case assessment documents to effectively communicate a rationale for referring cases for investigations.
- Ensure that all correspondence is completed and sent in a timely manner.

Communication

- Utilizes advanced communication skills including active listening, ability to diffuse and de-escalate emotional situations and the ability to extract relevant information through telephone and/or in person interviews. Listening must be respectful and non-judgemental.
- Communicates with clients informed by anti-oppression, health equity and trauma informed practices.
- Correspondence and other communications must be easy to understand and reflect the appropriate tone of Patient Ombudsman.
- Identifies the need for accommodations in cases where communication is a challenge or barrier to clients.
- Utilize effective facilitation skills in resolving cases.
- Participates in team meetings sharing information on the status of case files, anticipated difficulties and the status of the resolutions.
- Consults with team members for strategies and/or guidance on resolution options.
- Works collaboratively and maintains an effective and professional working relationship with other members of the Patient Ombudsman Team.
- Takes part in external stakeholder presentations as required by management and represents the organization in a professional manner at all times.

Compliance

- Complies with all relevant legislation, including but not limited to, the *Excellent Care for All Act*, the *Freedom of Information and Protection of Privacy Act*, the *Ontario Human Rights Code*, the *Health Care Consent Act*, and the *Occupational Health and Safety Act*.
- Complies with the policies and procedures of Patient Ombudsman.

Community Outreach, Consensus & Capacity Building - Indigenous Community

- Identifies and participates in Indigenous community consultations and outreach.
- Explores community-based opportunities to gain understanding of Indigenous health concerns.
- Participates in engagement activities with key Indigenous health leaders in Ontario's healthcare system.
- Provides capacity building for Patient Ombudsman to receive and resolve healthcare concerns for Indigenous patients/clients
- Participates in internal committees and undertakes special projects.
- Mentors/coaches colleagues, as required.
- Performs other duties as assigned.

HOW DO I QUALIFY?

To be considered for this opportunity, you will have:

Education & Experience:

- Experience working with Indigenous communities on issues of health, community development and social justice.
- Post-secondary education in public or health administration, social sciences, health care delivery, law, alternative dispute resolution or in a related field with an acceptable combination of education and experience.
- Experience providing complaint handling services, including telephone enquiry handling in an organization with a similar mandate.

Knowledge & Skills:

- Demonstrated ability to apply alternative dispute resolution skills: facilitation, mediation and negotiation.
- Demonstrated knowledge and experience of Indigenous health issues and priorities.
- Significant awareness of the diversity of Indigenous experiences as it relates to geography (regional), community and identity.
- Demonstrated experience in analyzing and identifying issues in an objective, evidence-based manner - without injecting opinion or acting as an advocate.
- Demonstrated ability to creatively and effectively problem solve to reach resolutions.
- Knowledge of public hospitals, long-term care homes and LHIN community and home care.
- Proven experience understanding and interpreting legislation, policies and procedures and how these can impact health outcomes for Indigenous People.

- Ability to bring innovative thinking to an issue, while working within a prescribed framework.
- Capable of multitasking, balancing the need to resolve issues quickly with an effective and thorough analysis.
- Demonstrated commitment to customer service and quality principles in service delivery.
- Demonstrated ability to work with diverse populations.
- Demonstrated ability to communicate with individuals who are distressed, emotionally distraught or who may require special accommodation.
- Excellent oral and written skills, and the ability to communicate effectively and efficiently with individuals at all levels.
- Self-starter with a proven ability to work independently and within a team.
- Ability to work collaboratively.
- Ability to manage multiple cases and prioritize urgent or time-sensitive cases appropriately, while meeting overall deadlines
- Demonstrated ability to identify risks and take appropriate steps to mitigate risks.
- Demonstrated proficiency in the use of Microsoft Office: Word, Excel and PowerPoint
- Experience using case management systems (CMS) and other call centre technologies.
- End-user experience using the Workpro CMS an asset.

Personal Suitability:

The Early Resolution Indigenous Specialist position requires a candidate with a high level of integrity, judgement, problem-solving, initiative and professional competence.

Candidate must be passionate about achieving fair resolutions to health care concerns of Indigenous people and the health sector organizations providing services.

Language Requirements

Proficiency in oral and written communication in the English language is required.

Knowledge of or proficiency in an Indigenous language is desired.

Proficiency in oral and written communication in French is an asset.

Qualified applicants are invited to submit a covering letter and resume to HQORes@ontariohealth.ca by 11:59 p.m. on the closing date, quoting the above completion number as well as your name. We thank all candidates for their interest, however, only those selected for an interview will be contacted.



We are committed to meeting the needs of all individuals in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code.