

**CND OHT Patient Engagement Lead & Clinician Liaison  
(40 hours/week, Permanent)**

*This position will be responsible for supporting the CND OHT Strategic Planning goals related to engagement and relationship building with patients, families and clinicians across the CND OHT, including Francophone clinicians, and patients and families who prefer to receive care in French.*

**Qualifications:**

- Minimum 5+ years experience in healthcare required
- Undergraduate degree; Master's preferred
- Demonstrated ability to engage with multiple stakeholders including patients and families, community members, physicians and other healthcare professionals
- Demonstrated excellent project management skills required – including the ability to co-manage multiple projects simultaneously
- Demonstrated written and oral communication skills- Ability to communicate (verbally and in written form) in French at the advanced level and present information in French to various internal and external audiences an asset.
- Ability to effectively communicate with stakeholders in various healthcare settings (e.g. hospital, primary care, community support services, long-term care).
- Ability to work under pressure and tight timelines
- Ability to maintain privacy
- Proficiency in Microsoft Office and competence with social media applications, including social media at the strategy level, is required
- Certifications in engagement, diversity and equity are an asset.
- Experience in aspects/theory of change management preferred.
- Valid drivers license and reliable vehicle to travel within the CND OHT geography
- Ability to work flexible hours, including evenings and early mornings.

**Position Duties**

- Support the engagement of a range of patients, families and caregivers, physicians and other clinicians, and members of the community to information OHT development and activities.
- Recognize and respect the diversity in our communities by supporting compliance with the requirements of the French Language Services Act, as applicable, and working with the appropriate French Language Health Planning Entity for CND priority populations. Identify priority gaps in French Language Services and develop strategies to facilitate the implementation of the French Language component in key service-related initiatives, in collaboration with the French Language Health Planning Entity and other stakeholders.
- Support the equitable engagement of Indigenous peoples, racialized communities and Francophones by liaising with local advocacy and community groups to inform of progress and development in the implementation of culturally and linguistically sensitive programming within the OHT
- Coordinate and support the Patient, Family and Caregiver Advisory Council, including drafting agendas and preparing materials.
- Lead the development and implementation of the patient and provider engagement plan in support of the CND OHT Strategic Plan.
- Provide or support education opportunities to increase CND OHT's internal awareness of issues related to the planning and delivery of French Language Services.
- Support the CND Primary Collaborative in developing communication protocols to connect all primary care providers in the OHT with other OHT members and partners.
- Facilitate the development of a Patient Declaration of Values, aligned in principle to the Patient Declaration of Values for Ontario.

Candidates are required to submit detailed cover letter along with their resume by January 22, 2021

Langs, 1145 Concession Road, Cambridge, Ontario, N3H 4L5

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