

Seamless Care Optimizing the Patient Experience (SCOPE) Nurse Navigator (40 hours/week, Permanent)

Who We are:

Langs is a grass-roots neighbourhood-based organization that has become so much more! Langs was established as a community development project in 1978 by a group of citizens and service providers concerned about the lack of accessible services in the community. Langs has grown to become a dynamic, respected multi-service organization that uses a community development approach to provide comprehensive health, social and recreational services that are responsive to the changing needs of our community.

What We are Looking For:

We are currently recruiting for a RN to join our SCOPE clinic for a full-time position. This role is responsible for the SCOPE Nurse Navigator collaborates across hospital, primary care, and community partners to assess patient needs, coordinate referrals, and ensure timely, appropriate access to health and social services. Operating from Cambridge Memorial Hospital while employed by Langs, the role advances integrated, patient-centred care by supporting care transitions, reducing avoidable hospital use, and strengthening system connections. The position also contributes to continuous improvement through identifying gaps, promoting continuity of care, and supporting data collection and performance measurement.

A successful candidate in this role would have

- Registered Nurse (RN) in good standing with the College of Nurses of Ontario (CNO).
- Minimum 2–3 years of clinical experience, preferably in emergency, critical care, or other acute care settings, with demonstrated experience in triage and care coordination within a hospital environment.
- Strong knowledge of hospital systems, workflows, and processes, including experience coordinating access to specialists, diagnostics, and inpatient services.
- Demonstrated ability to assess, triage, and coordinate patient care needs in a fast-paced acute care environment.
- Proven experience working in interprofessional and cross-sector teams, including hospital and community-based partners.
- Excellent communication, relationship-building, and problem-solving skills, with the ability to influence and collaborate across organizational boundaries.
- Experience supporting care transitions, discharge planning, and patient flow in a hospital setting.
- Understanding of quality improvement, data collection, and performance metrics in healthcare settings is an asset.
- Proficiency with electronic medical records (EMRs) (e.g., PS Suite) and Microsoft Office applications.
- Current CPR/First Aid certification.
- Membership with RNAO considered an asset.
- Valid driver's license and access to a reliable vehicle, as travel within the community may be required.

In this role you will be expected to complete the following tasks

- Serve as the primary point of contact for participating primary care providers accessing the SCOPE program, responding to requests for support and navigation in a timely manner.
- Gather relevant clinical and social information from referring primary care providers to develop a comprehensive understanding of the patient's needs and determine the most appropriate navigation pathway.
- Utilize clinical knowledge and established SCOPE pathways to connect patients to appropriate hospital-based, specialist, diagnostic, community, and social services in a timely and coordinated manner.
- Coordinate referrals and facilitate access to available services by liaising with hospital departments, specialists, community organizations, and system partners.
- Act as a system navigator by identifying the most appropriate care options and facilitating communication between providers across sectors to support integrated, patient-centred care.
- Monitor the progress of referrals and navigation requests, follow up as appropriate, and communicate updates to referring primary care providers.
- Maintain accurate and timely documentation of all navigation activities, referrals, communications, and outcomes in accordance with organizational policies and privacy legislation.
- Participate in the ongoing development, implementation, and optimization of SCOPE pathways, workflows, and standardized navigation processes.
- Collect and maintain program data and performance metrics to support quality improvement, reporting, and evaluation activities.
- Build and maintain collaborative relationships with primary care providers, hospital teams, specialists, and community partners to enhance coordination of care and promote awareness of the SCOPE program.
- Participate in team meetings, case discussions, quality improvement initiatives, and educational activities that support the continuous improvement of the SCOPE program.
- Practice in accordance with the standards of the College of Nurses of Ontario, applicable legislation, organizational policies, and evidence-informed best practices.
- To complete other duties as required.

What We Can Offer You:

Langs is an organization where people belong. Langs is committed to promoting Inclusion, Diversity, Equity, and Access for all our staff, patients, participants, and volunteers. We are committed to equal employment opportunity regardless of race, colour, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity or Veteran status. Langs strives for an inclusive environment centred on employee wellbeing and supportive leadership. Don't meet every requirement? Studies have shown that women and people of colour hesitate to apply to jobs unless they meet every single qualification. At Langs, we are dedicated to building a diverse, inclusive and authentic workplace, if you're excited about this role but your past experience doesn't align perfectly with every qualification please apply and share in your cover letter why you believe you are the right candidate.

The successful candidate would be eligible for the following benefits, prorated to the length of the contract:

- Annual Salary of \$68,786 to \$76,494
- 3 Weeks paid vacation, with an increase to 4 weeks after 1 year of employment
- 15 Sick/Personal Days per year
- 10 Professional Development days per year
- Enrolment in Healthcare of Ontario Pension Plan (HOOPP)
- Comprehensive Extended Health and Dental Care Plan including a \$1000 Healthcare Spending Account & \$500 Lifestyle Spending Account.

Candidates are required to submit detailed cover letter along with their resume by July 3, 2026
Candidates requiring accommodation to participate should contact Human Resources to communicate any accommodation needs.

This job posting is for an existing or expected vacancy within our organization.

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