

Triage Clinician/Patient Navigator - Diabetes Central Intake (32 hours/week, Permanent)

Who We are:

The Regional Coordination Centre (RCC) is hosted by Langs and is funded by Ontario Health West. The RCC is a coordination and referral centre to streamline access to care in the region of Waterloo Wellington. Their role is to coordinate services and to support individuals and health care providers by providing one location to receive, triage and direct referrals for care throughout the region. Currently we host central intake for diabetes, orthopedics, cataracts and the Ontario Seniors Dental Care Program. The RCC also coordinates workshops region-wide to support people managing chronic diseases.

What We are Looking For:

We are currently recruiting for a Patient Navigator/Triage Nurse to join our RCC team for a part-time position. This role is responsible for triaging diabetes education referrals according to diagnosis, urgency, and location, based on the established standard wait-times and triage criteria. The patient navigator is also responsible for establishing links with primary care providers, endocrinologists, regional diabetes program coordinators, pharmacists, and staff to provide a streamline process for diabetes education referrals in the region.

A successful candidate in this role would have

- Registered Nurse or Registered Dietitian (registered with appropriate licensing body or college)
- Bachelor's degree or master's degree
- Minimum 5 years' experience in diabetes education, and management
- CDE certified
- Demonstrated ability in clinical assessment, critical thinking and judgment
- Excellent verbal and written communication skills
- Attention to detail and experience with data collection
- Knowledge of existing strategies and evidence-based practices for diabetes and/or other chronic disease education and self-management;
- Awareness of diabetes education programs, and service delivery models
- Demonstrated skills in leadership, organization and problem-solving skills
- Demonstrated skills in program development, implementation, evaluation and quality improvement;
- Demonstrated knowledge and skills of computer and software programs
- Ability to function as a member of a team and work cooperatively with other team members;
- Ability to work independently, prioritize work and identify system improvements

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

- Triage all incoming diabetes education referrals according to diagnosis, urgency, and location based on the established standard wait-times and triage criteria.
- Utilize both Ocean eReferral and fax systems for processing referrals
- Maintain accurate database entry and eReferral notes and messaging
- Follow-up with referral sources for ambiguity in referrals
- Follow-up with diabetes programs regarding outstanding appointments, communication, wait-times outside of standards
- Maintain communication with all parties to facilitate patient navigation through system
- Maintain links with primary care providers, regional diabetes program coordinators and staff in the region to provide a seamless central intake process for diabetes education and specialist referrals
- Identify and develop strategies to engage and promote central intake to health care providers in the region
- Work collaboratively with the WWD team and sub committees to develop and implement common forms and resources to improve diabetes service delivery regionally
- Assist in identifying and addressing diabetes service delivery issues/gaps within the region
- Assist in the development and delivery of pertinent standardized training to staff new to central intake referrals/data-collection etc.
- Provide guidance and assessment of referrals for other central intake process flows, as needed
- Further develop policies and procedures and efficiencies to support the central intake process
- Maintain CDE designation throughout the tenure
- 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:

- Starting Salary of \$38.48-\$42.19 hourly
- 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 October 16, 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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