



PRINCE EDWARD FAMILY HEALTH TEAM

Your partner for best health

Health Promoter & Engagement Lead

The Prince Edward Family Health Team (PEFHT) is seeking a Health Promoter & Engagement Lead to join our progressive team.

The PEFHT provides a single point of access to primary health care services and is also the conduit to access more specialized services in the spectrum of health care.. Our interdisciplinary team offers comprehensive patient-centred, primary health care including diagnosis, treatment and management, prevention and cure, rehabilitation, palliative care and community health promotion.

As a member of our multidisciplinary team, the Health Promoter & Engagement Lead is responsible for implementing programs and services designed to increase patient self-efficacy and health knowledge, and to build mechanisms to ensure there is effective communication between PEFHT healthcare providers and our patients and community. The Health Promoter & Engagement Lead has a direct impact on PEFHT's ability to achieve our mission: that Prince Edward County residents have the best health throughout life.

Key responsibilities include developing and managing community, patient and staff engagement activities as well as implementing and evaluating health promotion programs for patients, families and the community. The Health Promoter & Engagement Lead helps to ensure the patients' and community's goals are incorporated into PEFHT services to foster truly patient-centred primary healthcare services.

The Health Promoter & Engagement Lead:

- In alignment with the PEFHT's Strategic Plan, develops and implements a patient experience and community engagement strategy for the PEFHT;
- Reviews and evaluates patient experience and engagement processes using feedback from various sources e.g. surveys, focus groups, complaints, to inform practice and improvements;
- Fosters a culture of person-centred care and engagement;
- Participates and has a lead role in committees that involve patient experience and engagement e.g. QI, HR and Health & Safety;
- Provides ongoing leadership, advice and counsel to PEFHT management, staff and providers on positive areas and opportunities for improvement of patient experience;
- With the PEFHT Executive Director and Board, implements changes and improvements identified from the collection of relevant data;
- Assists in maintaining integrated health promotion programs by participating in planning and implementation of outreach activities for various target patient groups;
- In cooperation with other staff, ensures ongoing development and maintenance of patient and community educational resources, including pamphlets, brochures and other written resources, website updates, displays, and teaching aids;
- Contributes to the development, maintenance and evaluation of the PEFHT website and other social media outlets, supports communications, marketing and public relations in promotion of the PEFHT and its programs;
- Champions and supports employee engagement efforts and initiatives.

Qualifications:

- Bachelor's Degree from a recognized university in health, social science, adult education, or a related discipline and significant relevant experience.
- Excellent communication, presentation, and group facilitation skills.
- Experience and knowledge of health promotion and education, community organizing techniques, social marketing, program design and evaluation.
- At least three years of health promotion/education experience in a community-based organization.
- Knowledge of Health Quality Ontario's Patient Engagement Framework, the Excellent Care for All Act, and Patient's First: Action Plan for Health Care.
- Training in, or understanding of, the IAP² approach to public participation, or willingness to obtain.
- Understanding of Quality Improvement methodologies.
- Experience developing and creating marketing materials for programs and services.
- Experience in conducting focus groups and solid understanding of survey best practices.
- Demonstrated ability to work effectively in an interdisciplinary team environment.
- Demonstrated ability to provide effective consultation and educational services (formal and informal) to other health care facilities and community agencies.
- Demonstrated ability to work independently and to be an effective member within an interdisciplinary team.
- Proficiency in word processing, email, and PowerPoint are essential. Familiarity with electronic medical records (e.g., Accuro), and knowledge of Excel and survey programs is a definite asset.
- Knowledge of health care facilities and community health services, social agencies etc.
- Basic CPR certification and current Ontario Driver's License.

For more information about our team, please see our website at www.pefht.ca.

To apply, please send your resume and cover letter to: careers@pefht.com. Closing: January 11 2019

PEFHT is a HOOPP employer.