



**North Eastman Health Association Inc.  
Job Description**

**Projects/ Client Safety Coordinator**

**POSITION SUMMARY:**

Reporting to the Vice President, Programs & Services the Projects/ Client Safety Coordinator is responsible for the coordination and/ or management of:

- diverse multi faceted projects
- client safety
- resource for safety and clinical health indicators

Project scope may be regional, program and/ or support service specific including, however not limited to; Community Health Assessment, Pandemic Planning, Client Safety. Working with a variety of individuals across the health system, responsibilities include planning, implementation and evaluation of projects; analysis and interpretation of data, producing of reports and dissemination of findings. This position functions in a manner consistent with and supporting the Mission, Vision, Values of the North Eastman Health Association.

**Reports To:** Vice President, Programs & Services

**Location:** Regional

**Supervises:** Not applicable

**Union:** Non-Union (MNU Related)

**QUALIFICATIONS:**

**Education and Experience**

- Baccalaureate degree in Health or Social Science field. (Graduate level would be an asset).
- An equivalent combination of education and experience relevant to the position may be considered.
- Demonstrated expertise (minimum 3 – 5 years experience) in a health related program development and leadership position
- Experience and education in Project Management and Client Safety
- Experience in analyzing and interpreting data including descriptive and analytical statistics
- Prior experience conducting research projects

### **Knowledge, Skills and Abilities**

- Superior communication skills in terms of listening to requests for information, asking questions to clarify requests, and responding to requests for information and assistance as required
- Ability to handle time pressures and tight deadlines in terms of completing projects and tasks within set time frames
- Experience with PC-based databases and spreadsheet software i.e. EXCEL, ACCESS etc. and the ability to manage large databases.

### **POSITION DUTIES AND RESPONSIBILITIES:**

#### **Key Responsibilities:**

##### Project Coordination

- Accountable for achieving measurable progress in assigned projects, within the mandate, timeframes and resources available to the project(s) and agreed-upon goals, targets and timelines. Projects will be assigned in alignment with organizational priorities and projects that affect multiple programs requiring a central coordination and have a clear end date.
- Acts as resource to coordinate/ manage projects, facilitating the maturation and transition of projects to originating Program or Support Services. Assists in the development of project and grant proposals.

##### Community Health Assessment (CHA)

- Under the leadership of the Community Health Assessment Steering Committee, coordinates the design and implementation of the Community Health Assessment (CHA). Responsible for the ongoing project coordination relating to the CHA including the collection, collation, analysis and interpretation of data, both quantitative and qualitative. Is a member of the Community Health Assessment Network.

##### Client Safety

- Assists with the implementation and monitoring of all aspects of the Client Safety plan with emphasis on the ongoing implementation of best practices for reducing preventable injuries to clients. This includes the education of staff on culture of client safety, monitoring of client safety indicators, prospective and retrospective analysis activities such as root cause analysis and failure mode and effect analysis and reporting activities as required.
- Working with the clinical programs primarily, but not exclusively and as outlined in the strategic plan. This supports the systemic and coordinated approach to Quality by assisting in the development and implementation of processes to identify, assess and manage or address potential client safety risks.
- Ensures Accreditation Canada's Patient Safety: Required Organizational Practices are implemented.
- Is a member of the provincial Quality & Risk Management Network.

### Research Capacity Building and Knowledge Translation

- Participates in the assessment and ongoing development for building research capacity within the organization by assisting Regional Management Team in the provision of information to support evidence-based decision making and promotion of a population health approach that is in alignment with strategic priorities and actions.
- Produces presentations and progress reports on all research activities and findings and fosters recommended improvements based on research efforts. Provides support and advice to staff on research methods and activities.
- Is one of two regional representations on the Manitoba Center for Health Policy, Need to Know Team.

### Quality Management

- Actively promotes the adoption of quality and process improvement concepts, practices and principles through a cohesive, collaborative and integrated interdisciplinary team approach. Supports all quality and performance measurement initiatives. Assists in the development of a process and mechanism for soliciting feedback from clients across the continuum to assist in the identification of opportunities for improvement related to quality care and service delivery.

### Data Management and Analysis

- Provides input and assistance in the interpretation and analysis of a wide variety of data and information. Assists, as required, the Performance Measurement Coordinator to maintain a filing system and data base of electronic and hard data. Responds to information and data analysis requests and provides verbal and written reports of findings. Summarizes qualitative data and organizes it in computer files in a format compatible with the production of reports, tables and graphs. Responsible for networking and gathering of quantitative data from health and health-related sources (national, provincial, and regional), data compilation and organization. Assists the Senior and Regional Management Team with analysis/interpretation of data.

### Workplace Safety and Health

- Provides a safe environment by ensuring the adherence to Workplace Safety and Health regulations and Policies and Infection Control Guidelines. Obeys all safety and health rules and follows recommended Safe Work Procedures. Informs supervisor of any unsafe acts, work conditions, incidents, near misses, injuries or illnesses immediately.
- Demonstrates a working knowledge of Workplace Hazardous Materials Information Systems (WHMIS) and adheres to procedures for handling and storing controlled substances as described in the Material Safety Data Sheets (MSDS). Uses personal protective equipment as required.
- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facility's Fire, Disaster and Evacuation Plan.

**Patient Safety**

- Participates in and demonstrates an understanding of patient safety principles and practices into all day to day activities. Follows all safe work practices and procedures and immediately communicates any activity or action which may constitute a risk to patient safety.
- Other duties as assigned.

Original Dated: \_\_\_\_\_  
Date

Approved by: \_\_\_\_\_  
Manager/ Supervisor Date

Approved by: \_\_\_\_\_  
Vice President/ CEO Date

Approved by: \_\_\_\_\_  
Director, Human Resources Services Date