Listowel-Wingham and Area FAMILY HEALTH TEAM

A Healthy, Empowered Rural Community

Job Description

Position Title: Registered Practical Nurse (RPN) – Primary Care Nursing & Office Navigation
Reports To: Clinical Director or designate

Position Summary

The Registered Practical Nurse (RPN) – Primary Care Nursing & Office Navigation provides integrated clinical and administrative support within a patient-centred primary care environment. This role combines front-line reception and medical office administration responsibilities with direct nursing care, supporting patients throughout their healthcare journey.

The RPN works collaboratively with the interdisciplinary team to provide high-quality primary care services including patient assessment, immunizations, chronic disease management support, health promotion, preventive screening, patient education, care coordination, and follow-up. The role also supports efficient clinic operations through reception, appointment coordination, EMR management, and patient navigation activities.

Duties and Responsibilities

Operational
Primary Care Nursing

a) Provide nursing care within the RPN scope of practice and in accordance with College of Nurses of Ontario standards, organizational policies, and applicable legislation.
b) Conduct patient intake, health assessments, screening, history gathering, vital signs, and documentation to support primary care services for new and existing patients.
c) Administer immunizations and injections as prescribed or delegated, while maintaining vaccine inventory, cold-chain management, and documentation requirements.
d) Perform nursing procedures and point-of-care testing as appropriate within scope of practice and organizational policy.
e) Participate in care coordination, referrals, follow-up activities, and patient navigation to support continuity of care.
f) Identify and respond appropriately to urgent patient concerns, escalating issues to the most responsible provider as required.

Office Reception and Navigation

g) Greet patients by phone and in person, manage and triage inquiries, schedule appointments, and confirm, rebook, or cancel appointments.
h) Verify patient demographics and orient patients to technology such as check-in kiosks, patient messaging and online appointment booking for example
i) Answer patient inquiries, screen, triage and direct calls appropriately, and facilitate communication between patients and providers.
j) De-escalate patient concerns professionally and empathetically while ensuring a welcoming,

inclusive, and respectful environment.

k) Support intake and onboarding processes for new patients entering the Supported Attachment program.
l) Uphold patient confidentiality and ensure front desk processes align with privacy, security, and organizational policies.
m) Support patient navigation by assisting individuals in accessing appropriate services and resources.
n) Manage inbound clinical documents including laboratory reports, consult notes, imaging reports, and correspondence by accurately scanning and indexing records within the electronic medical record (EMR).
o) Coordinate schedules for providers, allied health professionals, nursing clinics, immunization clinics, and other clinical services.
p) Manage provider and nursing task lists within the EMR and other clinical systems.
q) Support quality improvement initiatives through data collection, monitoring, reporting, and maintenance of clinical records.
r) Assist with inventory management of clinical supplies, vaccines, medical equipment, and office resources.
s) Perform general office maintenance and administrative duties as required.

General

t) Work collaboratively within an interdisciplinary team as new technologies, programs, and processes are integrated into clinic workflows.
u) Participate in team meetings, committees, quality improvement initiatives, and organizational planning activities as required.
v) Provide culturally safe, respectful, trauma-informed, and patient-centred care and services.
w) Support organizational initiatives related to population health, immunization programs, preventive care, and health equity.
x) Perform other duties within the scope of the position as assigned.

Health and Safety

a) Personally comply with and assume appropriate responsibility for compliance with all health and safety practices in accordance with organizational policies, standard operating procedures, the Occupational Health and Safety Act, and applicable regulations.
b) Follow infection prevention and control practices and maintain clinical environments that support patient and staff safety.
c) Promote and support a culture of quality, patient safety, advocacy, and continuous improvement.

Other

a) Comply with all policies and procedures of the Listowel-Wingham & Area Family Health Team.
b) Perform all other duties and responsibilities as assigned.
c) Recognize, understand, and uphold the Family Health Team's Vision, Mission, and Values including contributing to an inclusive workplace by valuing diverse perspectives, challenging discriminatory practices, and promoting health equity in all aspects of service and care delivery.

Education, Skills and Experience

Education/Training/Certifications:

- Diploma from an approved Registered Practical Nursing program.
- Current registration in good standing with the College of Nurses of Ontario (CNO).
- Current CPR and Basic Life Support (BLS) certification.
- Certification in immunization administration preferred.
- Additional training in chronic disease management, primary care, or preventive health programs considered an asset.

Experience:

- Minimum one year of nursing experience, preferably in primary care, community health, family practice, ambulatory care, or a similar setting.
- Experience with electronic medical records is considered an asset.

Skills and Abilities:

- Excellent interpersonal, patient engagement, and customer service skills.
- Strong clinical assessment, critical thinking, organizational, and problem-solving abilities.
- Ability to prioritize competing demands in a fast-paced clinical environment.
- Ability to learn and work within multiple technologies at the same time.
- Ability to work independently and collaboratively within an interdisciplinary team.
- Demonstrated ability to maintain confidentiality and professionalism in handling sensitive information.
- Proficiency with Microsoft Office applications and electronic medical record systems.
- Knowledge of primary care workflows, immunization practices, chronic disease management, and preventative health initiatives.
- Strong communication skills, both verbal and written.
- Ability to foster positive working relationships with patients, families, providers, and team members.
- Commitment to patient-centred care, quality improvement, diversity, equity, and inclusion.

Demands and Working Conditions

Work is performed in a primary care clinic environment and includes a combination of direct patient care, reception, and administrative responsibilities. Frequent standing, walking, bending, lifting clinical supplies, and computer work including keyboarding, concentration, and data entry are required.

The Registered Practical Nurse – Office Navigator is required to exercise clinical judgment and problem-solving skills within established policies, procedures, and scope of practice. Regular exposure to human suffering, illness, infectious diseases, biohazards, immunization clinics, and medical procedures may occur. The position may involve interactions with patients experiencing emotional distress, complex social circumstances, mental health concerns, or challenging behaviours. The incumbent must be able to respond calmly and professionally in these situations while maintaining patient safety and dignity.