

**Patient Ombudsman  
Job Posting**

Position Title:	Early Resolution and Investigative Assistant (Bilingual)
Reports To:	Manager, Complaint Services
Location:	Toronto
Number of Positions:	1
Salary Range:	\$47,204 - \$59,005/year
Status:	Regular Full-time
Posting Period:	March 8, 2018 – April 16, 2018
Competition Number:	2018-029

The Excellent Care for All Act includes provisions that established the Patient Ombudsman. The Patient Ombudsman is responsible for receiving, resolving, and investigating complaints relating to Ontario's LHIN community and home care, long-term care facilities and public hospitals.

**THE OPPORTUNITY:**

Join the team in the new role of Early Resolution / Investigative Assistant. The Early Resolution / Investigative Assistant provides administrative and clerical support to the Complaints Services team who deal with complaints relating to Ontario's LHIN community and home care, long-term care homes and public hospitals. You have superior organizational and communication skills and the ability to manage multiple deadlines under tight time constraints.

As a member of the Complaint Services team, you will be providing support to Early Resolution Specialists (ERS) and Investigators throughout the early resolution and investigative processes. This will include the review of new files, drafting correspondence to all related parties, and obtaining consent and other information at the direction of the ERSs and Investigators. You will assist in the formatting and editing of reports and correspondence.

You will provide a variety of administrative support, including arranging appointments/travel for Investigators, completing clerical office tasks such as photocopying, filing, documenting expenses and entering detailed records on the Case Management System (CMS).

## **WHAT CAN I EXPECT TO DO?**

### **a) Duties**

- Facilitate timely, efficient and effective early resolution and investigative work being done by the Complaint Services team
- Draft and format correspondence to complainants and health service organizations
- Arranging meetings and coordinating logistics for the Complaint Services Team
- Scan paper-based written complaints into CMS and setup newly assigned cases in the case/complaints management system (CMS)
- Manage internal and external requests and enquiries pertaining to complaints
- Review incoming mail and arrange couriers and delivery for outgoing mail
- Assist in the preparation of reports and submissions
- Assist with the maintenance of the Complaints Services resource library including the documenting of practice guidelines
- Handle evidence in accordance with chain of custody
- Extracting data and running reports within the CMS

### **b) Other Activities**

- Maintains the confidentiality and privacy of personal information and personal health information
- Participates in training and learning opportunities
- Performs other duties as assigned

## **HOW DO I QUALIFY?**

To be considered for this opportunity, you will have:

### **Education, Experience, Knowledge & Skills:**

- Post-secondary education and/or 2-3 years of related experience supporting intake and complaint handling services in a similar organization
- Mature and flexible attitude with excellent organizational, customer service and communication skills
- Proven ability to work in a fast paced environment with high volume workload and time constraints
- Demonstrated proficiency in Microsoft Office: Word, Excel and PowerPoint
- Knowledge of complaints process and investigative principles preferred
- Knowledge of medical/legal terminology and health care systems are assets
- Experience working in or supporting a call centre environment an asset

- Experience using Microsoft Excel to manipulate datasets and develop custom reports a definite asset

**Personal Suitability:**

The Early Resolution and Investigative Assistant position requires a candidate with a high level of integrity, judgement, problem-solving, initiative and professional competence. All communications must be achieved with a high level of respect, courtesy, understanding and professionalism.

**Language Requirements**

Proficiency in oral and written English, as well as in oral and written French at the advanced level is required. A writing test will be part of the interview process.

Qualified applicants are invited to submit a covering letter and resume to [HQORes@hqontario.ca](mailto:HQORes@hqontario.ca) by 11:59 p.m. on the closing date, quoting the above completion number as well as your name. We thank all candidates for their interest, however, only those selected for an interview will be contacted.

**We are committed to meeting the needs of all individuals in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code.**