

## Job Description

<b>Job Title:</b>	Patient Partner
<b>Job Category:</b>	Specialist/ Management
<b>Reports to:</b>	Director, Patient Safety, Equity & Engagement

### SUMMARY

The Patient Partner will act as an advisor, mentor, and coach to HEC staff and other patient partners to help inform meaningful engagement practices and partnership across HEC and within our programs of work. Using their extensive first-hand experience as a patient partner involved in health system improvement, the Patient Partner will curate, adapt and/or develop resources to support the recruitment, orientation, and training of external patient partners, and to support patient engagement efforts across HEC. The Patient Partner will develop structures and processes to support engagement efforts across HEC that enables staff to ‘walk the talk’ of meaningful engagement that is aligned with HEC’s guiding principles for engagement and supports HEC becoming an engagement capable environment

### DUTIES & RESPONSIBILITIES

- Works collaboratively to develop and embed a consistent approach for engagement that aligns and puts action to the guiding principles for engagement.
- Leads the ongoing growth of HEC’s network of patient partners, supporting the development of structures, including ways to manage the network of patient partners, and recruitment and orientation approaches.
- Helps to diversify and broaden HEC’s reach and support of patient partners, with attention paid to issues of equity, diversity, and inclusion to ensure a wide range of patient perspectives and engagement approaches that are fit for purpose.
- Mentors and coaches HEC teams and patient partners as they work together on program activities.
- Provides ongoing capacity development opportunities that enable and support the ‘how-to’s of meaningful engagement practices across HEC that are consistent with our guiding principles for engagement.
- Develops, in collaboration with others, organizational guidance documents and policies to support patient engagement and partnership activities.

- Fosters strong relationships and collaborations with patient partners and patient partner networks, including Patients for Patient Safety Canada (PPSC).
- Uses their extensive experience as a patient and as a patient partner to ensure patients' perspective remain central to HEC programming and in strategic discussions.
- Learns from and together with HEC teams – they are our and your greatest asset and consist of the best and the brightest professionals.
- Contributes to continuous quality improvement (CQI) and to strengthening our workplace culture by being engaged, positive, helpful, and energized in your work.
- Helps HEC make change happen for healthcare improvement and safety.
- Periodically acts as back-up to other Patient Partner, Program Leads or Senior Program Leads in the Patient Safety, Equity & Engagement portfolio.
- Other duties as assigned.

## **EDUCATION & EXPERIENCE**

- A minimum of five (5) years experience as a patient/family partner who has experience in direct level of care and experience at the health system level that is regional, provincial, or national with government and/or nongovernment organizations in the domains of research, policy, education, improvement and safety policy, practice, and/or health system change is required.
- Lived experience as a patient or caregiver interacting with health care providers and the health system is required. It is this lived experience as a patient/caregiver that has been your main experience of the health system and the perspective you bring of the system (and not as a provider/staff member within the system).
- Bilingual in French and English is preferred (English communication skills at Advanced “C” level required).
- Advanced computer software skills in Microsoft Office suite and virtual environment are required.

## **SKILLS & COMPETENCIES**

- Highly developed interpersonal and problem-solving skills.
- Excellent project management skills including the ability to plan and the ability to collaborate with other teams and across the organization.
- Excellent oral and written communication skills.

- Demonstrated time management skills. Well organized and attentive to detail.
- Professional tact and diplomacy and confidentiality required.
- Ability to work well in a dynamic and highly motivated team.

## MANAGEMENT/SUPERVISORY AND ADVISORY RESPONSIBILITY

Direct Supervision: No direct/ indirect reports.

Provides functional advice: Provides strategic advice/recommendations on key areas of responsibility as they relate to patient engagement and partnership.

## CONTACTS

Internal: Establishes and maintains effective relationships with all employees at all levels.

External: Establishes and maintains effective relationships with external partners, patient partner networks, suppliers, and contractors.

## EFFORT & WORKING CONDITIONS

Effort: Regularly required to manage several tasks simultaneously over an extended period, and juggle multiple competing priorities with occasional urgent situations.

Working conditions: May be required to engage in local or overnight travel. Occasionally required to extend hours of work to meet work demands and occasionally expected to work evenings and weekends during peak periods. Frequently interrupted.