

**Cornwall Community Hospital  
Hôpital communautaire de Cornwall**

**Job Opportunity**

**Patient Relations Specialist  
(Non-Union, Full Time)**

Are you a creative leader with excellent communication and presentation skills? Cornwall Community Hospital is offering a unique full time leadership opportunity for an individual who has an interest in promoting a culture of patient safety throughout the organization. This role will guide, manage and support the Patient Relations and Patient Safety Program. Requirements for the role include 'hands-on' implementation of patient relations and safety activities, including the management of projects and facilitating the ongoing hospital Accreditation process. Reporting to the VP of Operations, the individual enhances the Risk Management and Quality Improvement Programs by working with others to reduce patient safety risks, with the goal of improving patient interactions and outcomes.

**QUALIFICATIONS:**

- Health related degree (Bachelor of Science in Nursing or other related Health degree and/or equivalent acute care experience as a minimum, Masters level is an asset )
- Minimum of 5 - 10 years of clinical experience
- Project management experience as demonstrated by success in establishing, leading and maintaining positive change through quality improvement initiatives
- Demonstrated interdisciplinary team leadership and conflict resolution skills.
- The willingness to obtain Lean Greenbelt certification within 12 months of hire.
- Ability to deal with patients, staff and physicians on multiple complex clinical issues, and complaint follow ups
- Self-directed and strong collaborative skills
- Ability to manage multiple priorities
- Superior critical thinking skills and ability to generate ideas and fresh perspectives
- Computer literacy (ideally MS Office, Excel, Outlook)
- Experience in providing presentations and workshops
- Ability to research and obtain needed information on broad range of topics, in particular evidence based research, and chart reviews
- Demonstrated regular/punctual attendance

**PREFERRED**

- Advanced level oral French is an asset

If you are interested in joining our dynamic team, please send your resume by August 11, 2017 to:

Karen Heuer, Recruiter  
840 McConnell Avenue  
Cornwall, ON K6H 5S5  
Tel: 938-4240 ext. 4246  
Fax: 938-4073  
Email: [karen.heuer@cornwallhospital.ca](mailto:karen.heuer@cornwallhospital.ca)

***We thank all candidates for applying; however only those candidates selected for an interview will be contacted.***