



# Provincial Job Description

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**TITLE:**  
**(489) Telehealth Coordinator**

**PAY BAND:**  
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**FOR FACILITY USE:**

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## **SUMMARY OF DUTIES:**

Develops and coordinates Telehealth initiatives. Develops and implements communication strategies, resource materials, awareness programs and promotional activities in order to increase the use of Telehealth technologies. Schedules patient consultations and facilitates Telehealth clinics.

## **QUALIFICATIONS:**

- ◆ Office Administration certificate

## **KNOWLEDGE, SKILLS & ABILITIES:**

- ◆ Intermediate computer skills
- ◆ Basic medical terminology
- ◆ Communication skills
- ◆ Organizational skills
- ◆ Interpersonal skills
- ◆ Ability to work independently
- ◆ Ability to communicate in a First Nations language, where required by the job
- ◆ Valid driver's license

## **EXPERIENCE:**

- ◆ **Previous:** Twelve (12) months previous experience as a Telehealth Facilitator.

## ***KEY ACTIVITIES:***

### **A. Telehealth Coordination, Planning and Evaluation**

- ◆ Develops and coordinates Telehealth initiatives.
- ◆ Collaborates with other Telehealth coordinators to identify and create strategies for improving province-wide Telehealth programming.
- ◆ Coordinates access for staff and physicians for educational presentations via videoconferencing.
- ◆ Assesses the ability to expand Telehealth sites and services.
- ◆ Provides input into Telehealth policies and procedures.
- ◆ Schedules Telehealth programming in coordination with the Provincial Network.
- ◆ Collects and maintains data and statistics and prepares reports for management regarding all uses of Telehealth.
- ◆ Participates in provincial Telehealth evaluation.
- ◆ Assesses Telehealth usage and makes changes and/or recommendations for program improvement.

### **B. Communication and Promotion**

- ◆ Develops and implements communication strategies, resource materials, awareness, educational programs and promotional activities to increase utilization of Telehealth technologies.
- ◆ Develops Telehealth contacts.
- ◆ Provides training and equipment operating assistance to end users (e.g. staff, physicians, public).

### **C. Facilitation and Technical Support**

- ◆ Schedules the Telehealth suite to meet the needs of clients/patients/residents and clinicians.
- ◆ Schedules clinics and registers participants.
- ◆ Facilitates clinic administration and ensures that appropriate records are available during consultation.
- ◆ Tests equipment prior to clinical/educational sessions.
- ◆ Provides technical support and instruction to health care providers, clients/patients/residents and other participants.
- ◆ Troubleshoots, monitors, reports and records technical functionality.
- ◆ Performs routine maintenance of Telehealth workstation elements and peripherals.
- ◆ Develops equipment replacement strategies.
- ◆ Sets up and dismantles room/equipment.
- ◆ Travels between facilities to facilitate Telehealth sessions.

*The above statements reflect the general details considered necessary to describe the principal functions of the job and shall not be construed as a detailed description of all related work assignments that may be inherent to the job.*

***Validating Signatures:***

***CUPE:***

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***SEIU:***

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***SGEU:***

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***SAHO:***

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***Dated: May 16, 2024***