



Niagara Falls Community Health Centre

Job Title: Registered Practical Nurse (Intake) -Temporary Contract for 12 months	
Work Location: Niagara Falls Community Health Centre	
Division/Department: Primary Care Administration	
Reports to: Clinical Director (in collaboration with Director of Operations)	
Salary: Hourly rate of \$23.91 - \$28.81	
<input type="checkbox"/> Full-time	<input checked="" type="checkbox"/> X Part-time-May also be considered

Purpose

Reporting to the Clinical Director, the Intake RPN serves as the first point of contact for individuals seeking primary care in Niagara Falls, playing a key role in creating a welcoming and supportive environment. They will conduct initial needs assessments to ensure each individual's health concerns are clearly understood and appropriately addressed. Using a standardized assessment tool, the RPN Intake Worker determines whether a person's healthcare needs are best met through the Community Health Centre (CHC). They will also facilitate referrals and build strong relationships with primary care providers and community organizations to support integrated, client-centred care pathways.

Accountabilities and Responsibilities

Duties and responsibilities include, but are not limited to:

- Act as the first clinical point of contact for new patients seeking attachment to NFCHC.
- Conduct comprehensive intake assessments using standardized intake and complexity tools.
- Complete nursing assessments within the RPN scope of practice, including health history, current concerns, and basic clinical screening.
- Assess psychosocial factors and social determinants of health impacting patient care needs.
- Determine patient suitability for CHC-based care versus referral to external primary care providers.
- Facilitate patient attachment to appropriate primary care providers within NFCHC.
- Coordinate referrals to internal programs and external services, including mental health, addictions, outreach, social services, and community supports.
- Develop and maintain collaborative relationships with local family physicians, Family Health Teams, and community organizations.
- Maintain accurate, timely, and confidential documentation in the electronic medical record (EMR).
- Track intake outcomes, referrals, and patient attachment status.
- Participate in multidisciplinary team meetings, quality improvement initiatives, and program development.
- Contribute clinical insight to improve intake workflows and patient access processes.

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- Promote a welcoming, inclusive, culturally safe, and trauma-informed environment.
 - Support implementation of NFCHC's strategic priorities, mission, vision, and values.
 - Perform other duties as required and consistent with the RPN scope of practice.
 - Working from home may be considered after an initial onboarding/training is completed.

Education and/or Work Experience Requirements:

- Current registration and good standing with the College of Nurses of Ontario (CNO) as a Registered Practical Nurse.
- Diploma or degree in Practical Nursing from a recognized institution.
- Experience in a community health, primary care, or intake coordination role preferred.
- Demonstrated experience working with marginalized, vulnerable, or complex populations.
- Knowledge of community resources and referral pathways.
- Proficiency in the use of electronic medical records and computer applications.
- Strong assessment, communication, time management, and organizational skills.
- Ability to work collaboratively within a multidisciplinary team and with community partners.
- Commitment to equity, diversity, inclusion, and culturally competent care.
- Multilingual abilities considered an asset.

Key Performance Indicators

- Timely completion of intake assessments.
- Successful patient attachment aligned with organizational targets.
- Quality and accuracy of EMR documentation.
- Effective coordination of internal and external referrals.
- Patient experience and satisfaction during the intake process.
- Collaboration and participation in team-based care.

Physical Requirements

- Periods of sitting and working at a computer.
- Direct interaction with patients, including those who may be distressed or dissatisfied.
- Occasional provision of services in community settings.
- Exposure to infectious diseases consistent with a healthcare environment.
- Access to a reliable vehicle may be required.