

The Engagement Liaison is responsible for recruiting, orienting and supporting patient partners to engage in improving BC's health care system in collaboration with diverse stakeholders including health authorities, physician collaborative committees, NGOs, universities and other partners. This role will cover the Vancouver Coastal health region, based in Vancouver.

Reporting to the Manager, Patient and Public Engagement, the Engagement Liaison will work as part of a team to develop and sustain a province-wide Patient Voices Network to engage and support citizens to participate in health care system changes at the local, regional and provincial levels. The Patient Voices Network is a community of BC patients, families, caregivers, and others who wish to use their experiences for positive change to the health care system.

The Engagement Liaison demonstrates a leadership style that emphasizes a collaborative, community development approach. This position oversees the development of a network of engaged citizens within the designated health authority working with the Ministry of Health, Health Authorities, patients, physicians, academic partners and other health improvement organizations to support patient engagement in system and program redesign. This position integrates quality improvement tools and techniques through inter-departmental collaboration and communication.

### **Key Responsibilities:**

- Promote the Patients as Partners | Patient Voices Network engagement in health authority regions, and with other partners
- Speak on behalf of and represent the Patients as Partners | Patient Voices Network at appropriate meetings, conferences, forums etc.
- Identify and recruit suitable citizens and volunteers to engage in Patients as Partners | Patient Voices Network, using proven outreach strategies
- Implement community development strategies to recruit citizens and volunteers from diverse communities
- Coordinate and administer an effective intake process for patients interested in volunteering with Patients as Partners | Patient Voices Network
- Provide information and support to patient volunteers and problem solve any concerns with them
- Lead coordination and facilitation of orientation sessions for new volunteers
- Build relationships with diverse stakeholders including health authorities, NGOs, universities and other partners to identify and define projects and opportunities for patient engagement in primary health care transformation
- Orient and support patients to engage in local, regional, and provincial patient engagement opportunities

- Develop and facilitate relevant activities to support meaningful engagement and retention of volunteers
- Liaise with quality improvement advisors to apply quality improvement tools and methods to patient and public engagement, and outcome measurement
- Maintain accurate records and assist in program evaluation
- Contribute content, news and events to newsletter and website

## **Qualifications**

- Bachelor's degree in a relevant discipline e.g. health, community development, social work, health management, with content in health promotion, community development, population health and/or community capacity building, or an equivalent combination of education and experience
- At least 3 years' recent related experience preferably in a health related discipline with a focus on community capacity building.

## **Competencies**

- Knowledge and understanding of the primary health care system in BC; knowledge of health authority operations an asset
- Demonstrated abilities and experience in building relationships with diverse communities and stakeholders.
- Exceptional facilitation and public presentation skills, and knowledge of adult education models
- Energetic, positive style that can motivate citizens and volunteers to become engaged and sustain their commitment to the project
- Demonstrated ability to communicate effectively, both in writing and verbally
- Demonstrated ability to pro-actively manage time, prioritize multiple tasks, work under pressure and meet rapid and competing deadlines
- Knowledge and demonstrated experience working with databases
- Willingness to learn and apply quality improvement tools and methods into daily work
- Experience working with Aboriginal communities an asset
- Ability to work a flexible schedule with occasional travel within the Health Region
- Ability to actively participate in agency meetings and adhere to all program and agency policies and procedures