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Thorold, Ontario L2V 4Y6
idhc.life

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Closed: September 5, 2025

Client Services Nurse

EXTERNAL JOB POSTING

Join Our Team: Client Services Nurse (Full-Time until March 31, 2026)

The Client Services Nurse supports primary care providers in delivering comprehensive, culturally safe diabetes care and prevention services to Indigenous communities. Working within the RPN/RN scope of practice, the Nurse will provide training and support to community partners and front-line providers, with a focus on building capacity across the province.

About the Role: Client Services Nurse

The Indigenous Diabetes Health Circle (IDHC) is seeking a skilled and compassionate **Client Services Nurse (RPN or RN)** to support the delivery of community-based health programs and client services. This role plays a key part in delivering clinical support, coordinating care, processing client applications, and supporting screening and wellness initiatives. The Nurse will also assist with administrative tasks and collaborate closely with internal teams and external partners to ensure high-quality service delivery.

Key Responsibilities:

Clinical & Program Support

- Support front-line healthcare workers and partners in the delivery of CKD screening and wellness services.
- Assist with reviewing and processing client applications for subsidized services (orthotics, footwear, etc.).
- Maintain and update client files, treatment notes, and follow-up documentation.
- Coordinate clinic logistics: booking appointments, prepping spaces, collecting evaluations, and managing clinic-related communication.
- Provide professional input on the **Foot Care Advisory Committee** and participate in relevant meetings.

Administrative Duties

- Support CRM system implementation and contribute to monthly data collection.
- Maintain service provider records and client contact data.
- Assist with developing training guides and resources.
- Provide general office support: call handling, data entry, filing, scheduling, expense reports, and reporting.

- Attend virtual team meetings and help coordinate in-person events related to the LLP initiative.

Organizational Participation

- Promote and support health and safety standards across clinic sites.
- Engage in cultural safety training and participate in ceremonies, where appropriate.
- Represent IDHC professionally and respectfully in all interactions with clients, staff, and partners.

Qualifications:

- **Registered Practical Nurse (RPN) or Registered Nurse (RN)** with current registration with the **College of Nurses of Ontario (CNO)**.
- 2–3 years of clinical experience, ideally in primary care, chronic disease management, or diabetes care.
- Experience providing **professional foot care** is required.
- Clean and current **vulnerable sector police check**.
- Valid **driver's license** and access to a reliable vehicle.

Knowledge, Skills & Abilities:

- Experience working with or within **Indigenous communities in Ontario**.
- Completion of **Indigenous Cultural Safety Training** or willingness to participate.
- Strong organizational, assessment, and communication skills.
- Able to work independently and manage multiple deadlines.
- Proficiency with Microsoft Office and electronic health record systems (e.g., Juvonno).
- Working Conditions:
- This position is primarily remote with some in-person responsibilities at wellness clinics or partner events. Must be able to manage multiple priorities and support several team members simultaneously.

Compensation & Application:

- **Salary Range:** \$58,000 - \$104,000
- **Work Hours:** Office hours are Monday – Friday 8:30am – 4:30pm.
- **Location:** Province-wide (remote) Niagara Region preferred.

To Apply: Submit your cover letter and resume by noon on **September 5, 2025**, via email to: IDHC Human Resources, **hr@idhc.life**

*IDHC is committed to providing accommodation in all parts of the hiring process. Applicants needing accommodation should make their needs known in advance to **hr@idhc.life***