

Job Title: Registered Practical Nurse (RPN), Care Specialist
Reports To: Vice President, Clinical Experience

Location: Virtual across Canada or Markham, ON Office

Status: Full-Time, Salaried

About HumanaCare, A CloudMD Company:

HumanaCare and is a national, mental health provider of Employee Assistance (“EAP”) and Student Assistance Programs (“SAP” under the brand name Aspiria). With a corporate office in Markham, Ontario, and over 4,500 counselling locations across Canada, HumanaCare is a leading company in Canada specializing in customized EAP|SAP solutions for employers and schools of all sizes. In its 40 years in the mental health industry, HumanaCare is known for quality service excellence.

www.humanacare.com

About CloudMD:

CloudMD is a complete healthcare ecosystem. Our patient-centric approach emphasizes continuity of care and by leveraging technology, connects all points of the health journey on one centralized platform. CloudMD has brought together over a dozen different companies in the past year and a half who are leaders in their field. Our services include: primary care, mental health support, digital healthcare, patient support programs, healthcare navigation, employee assistance programs, vision and optometry, occupational health & safety and educational resources.

www.cloudmd.ca

Job Description:

As a Care Specialist, you will be primarily responsible for the delivery of telephonic assessment and support for our Employee and Family Assistance (EFAP) and Student Assistance Program (SAP) clients. You will be a part of an integral team that facilitates the delivery of services to HumanaCare’s members (employees and students). This is a case management position focused on ensuring clinical quality and the highest level of member satisfaction.

We are seeking a Registered Practical Nurse (RPN) who can apply their healthcare experience to assist clients with many health concerns ranging from physical health, mental health, stress management, chronic disease, eldercare and disability related matters.

This role can be done remotely or from the Markham, ON office.

Flexible shifts available including afternoon, evenings and weekends.

What you will do:

- Complete clinical intake assessments to capture all relevant information on members current conditions and health history.
- Refer members to the most appropriate services, programs or clinical counsellors based on their medical/health condition.
- Work closely with HumanaCare’s clinical network, clinicians and Care Specialist team.
- Provide health coaching and health care navigation to members, while creating care plans and health goals.
- Ensure clear and thorough documentation on assessment and case management documentation for each case.

Qualifications:

- Registered Practical Nurse in good standing with the applicable provincial college (ie the College of Nurses of Ontario “CNO”)
- 3-5 years of practicing experience
- Possess a combination of experience in mental health and/or case management
- Excellent written and verbal communication skills
- Critical thinker with strong organizational skills
- Ability to multitask
- Team player & strong interpersonal skills
- Quality driven with a focus on exceptional customer service
- Fluent in both English and French, an asset

Why join the HumanaCare team:

- We are a growing, mission-driven group that is looking for likeminded individuals to join our multi-disciplinary team and provide the highest quality of healthcare support
- CloudMD has many cross-functional opportunities for individuals to progress in their career
- Competitive salary and benefits program
- Paid Time Off includes vacation, Family Health and Wellbeing Days and Diversity Days

HumanaCare Client Testimonial

*“I was facing some personal issues and challenges in my relationship with my husband. The level of stress and feeling of being overwhelmed took over for weeks. I was barely functioning. I did not want to get out of bed or go to work. I felt so drained and unable to concentrate. I lay awake at night and could not shut my brain off. It took me a couple of days to find the right time to call. As soon as I did, I knew I had made the right choice. The nurse that answered my call was so kind and did not rush me. I made sure to follow his guidance and recommendations and very quickly I started to notice a difference in how I was coping each day. It was not easy but I felt like I had support and I felt a lot better being able to talk with someone about how I was feeling.” – **A very happy HumanaCare plan member***

To Apply:

If this opportunity sounds like you, please check out our [Indeed Posting - Care Specialist](#) to submit your resume. You can also submit your resume directly to HR by emailing Meg.Blair@mindbeacon.com. Your resume will be reviewed by our Human Resources team, and should you be selected to move forward in the recruitment process, you will be sent a brief email screening to complete. Our clinical leadership team will review applications and select candidates for virtual interviews.

HumanaCare is an equal opportunity employer committed to a diverse, inclusive and accessible workplace. We strongly support equal employment opportunity for all applicants regardless of race, colour, religion, creed, national origin, ancestry, citizenship, age, family or marital status, sex, gender identity/expression, sexual orientation, genetic information, pregnancy, physical or mental disability, medical condition, or any other protected characteristic.

Accommodations are available on request for candidates taking part in all aspects of the recruitment and selection process. If accommodation is needed in the recruitment process, please let us know and we will work with you to meet your accessibility needs to ensure fair and equitable access throughout the recruitment and selection process.

Thank you for your interest in HumanaCare – we look forward to hearing from you!