

Inviting applications for the position of:

SUPPORTED ATTACHMENT COORDINATOR – REGISTERED NURSE

Location: Regional (hybrid on-site, virtual, remote, home base to be determined)
Hours: 1.0fte – 70hrs bi-weekly
Term: to March 31, 2027 with possibility of extension
Salary Range: \$68,200 - \$81,800 annually or \$42.31-\$50.77 hourly
Start date: as soon as possible
Existing Vacancy: no

Who we are:

Rideau Community Health Services (RCHS) is a non-profit, community-governed health and social service agency that provides comprehensive primary care, health promotion and community development services. Working with partners to provide integrated health and wellness services for various communities throughout Leeds, Grenville and Lanark counties.

What we offer:

- Competitive Rates
- Pension Plan - HOOPP
- Team Work
- Professional Development opportunities
- Work/Life Balance and Supportive Culture

About the Role: see attached Job Description

Submit your expression of interest in the form of cover letter and resume by June 25, 2026

To Human Resources hr@rideauchs.ca

All applications are considered confidential. AI screening is not used in hiring.

RCHS is accountable to employees, clients and to the government of Ontario for meeting the standards set by the Accessibility for Ontarians with Disabilities Act, 2005 ("AODA") and its regulations. RCHS is an equal opportunity employer, respecting and embracing the needs and diversity of our employees. If you require an accommodation to fully participate in the hiring process, please call 613-269-3400, ext. 228.

POSITION TITLE : Supported Attachment Coordinator (SAC)

DEPARTMENT : Primary Care (Lanark, Leeds, and Grenville Ontario Health Team Integrated Role)

SUMMARY OF JOB:

The Supported Attachment Coordinator (SAC) enables timely, equitable access to primary care by conducting standardized supported intake and assessment and coordinating navigation to connect patients to appropriate health and social supports while they await successful attachment to a primary care provider. During this interim period, the SAC identifies patient needs and re-routes individuals to appropriate services and resources, ensuring timely and appropriate access to care while awaiting attachment.

The SAC works closely with primary care teams, hospitals, community partners, and LLG OHT Staff to ensure safe, coordinated care prior to attachment.

The SAC implements all OHT-developed supported intake and attachment procedures and standardized workflows to maximize client access to primary care and social supports.

This position is employed by Rideau Community Health Services (RCHS) and funded through the Lanark Leeds and Grenville Ontario Health Team (LLG OHT). The role supports a coordinated, LLG OHT region-wide approach to primary care attachment for unattached patients. The SAC works across organizations and sectors, providing centralized intake and assessment, navigation, and coordination services for unattached patients.

KEY RESPONSIBILITIES:

Client Intake, Assessment & Transition:

- Utilize a client-and-family-centered approach to care.
- Conduct structured intake assessments informed by professional clinical knowledge, using OHT-aligned tools and available regional/provincial data sources.
- Collect and document client information through chart reviews, interviews, and validated tools.
- Assess clients to determine complexity and priority of needs.
- Provide warm hand-offs and follow-ups to ensure successful attachment.
- Identify risks or barriers and connect clients to appropriate resources (primary care, social prescribing, mental health, community services).
- Apply standardized LLG OHT supported intake and attachment workflows and procedures, and documentation requirements to ensure consistent, equitable intake experience across all entry points.

Navigation & Social Support Connection:

- Act as a central point of coordination between client, primary care teams, hospitals, and community organizations.
- Facilitate referrals and access to community and social supports, including mental health, housing, food security, social prescribing and social service organizations.
- Ensure timely, coordinated transitions across health and social sectors.

Reporting Structure:

- Functionally report to the Manager of Primary Care at Rideau Community Health Services (RCHS) for day-to-day supervision, human resources matters, scheduling and performance management.
- Operationally report to the LLG OHT system lead member for intake and attachment.
- Attend monthly meetings of the LLG OHT to review progress and refine workflows.

System Coordination & Collaboration:

- Work with primary care teams to support implementation of standardized intake and attachment workflows and procedures.
- Maintain positive working relationships with all primary care and community partners.
- Support communication pathways across providers to ensure smooth transitions and service coordination.
- Participate in ongoing improvements to intake workflows and system processes.

Data, Reporting & Quality Improvement:

- Maintain accurate, timely documentation.
- Track client flow, waitlist updates, attachment outcomes, and system gaps.
- Participate in quality improvement activities, including evaluation of the supported intake and attachment work within the OHT and improvements to intake processes.

Change Agent Role:

- Promote system-level improvements.
- Advocate for integrated, client-centred care.
- Contribute to health system transformation.

Teamwork

- Incorporate and strengthen collaborative and interdisciplinary teamwork.
- Participate in LLG OHT working groups, meetings and committees as required.
- Support a safe, inclusive, and culturally respectful environment.

COMMON RESPONSIBILITIES:

- Works in a manner that preserves confidentiality and seeks to minimize risk.
- Incorporates and strengthens collaborative and interdisciplinary teamwork.
- Respects and values the diversity of communities and individuals.
- Maintains competence.

- Promotes awareness of and participates in LLG OHT activities.
- Contributes to the work by participating in meetings and committees.
- Participates in the efforts to enhance its capacity through staff development.
- Supports and complies with the Occupational Health and Safety policies and procedures.

Risk Management

- Reducing risk by contributing to a safe workplace.
- Working in a manner that preserves confidentiality.
- Adherence to RCHS policies and procedures and relevant legislation, as well as the standards of practice of regulatory bodies where applicable.

QUALIFICATIONS:

- Registered Nurse (RN), in good standing with the College of Nurses of Ontario (CNO).
- Must be legally eligible to work in Canada.
- Valid Driver's License and access to a vehicle for work-related travel.
- Three to five years' experience in a community health, primary care or care coordination.
- Demonstrated ability to support quality improvement initiatives.
- Philosophy and values consistent with client centered approach to care.
- Experience in health system leadership or demonstrated leadership skills an asset.
- Advanced analytical and problem-solving skills.
- Strong interpersonal, verbal, and written communication skills (interviewing, counselling and facilitation skills).
- Networking and system navigation skills.
- Knowledge and understanding of local health, social and community services within LLG.
- Proficiency with electronic health records, care coordination platforms, client registries, and digital health tools.
- Computer skills are essential.

Work Conditions:

- Travel across Lanark Leeds Grenville OHT region to meet with clients, primary care teams and community partners as needed.
- Hybrid work model, including a combination of in-office, community-based and remote work, depending on patient and primary care partner needs and OHT operational priorities.