



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	(Bilingual) Relief French Liaison Worker	
Position Number(s)	Community	Division/Region(s)
17-12295	Yellowknife	French Language Services/Stanton

## PURPOSE OF THE POSITION

The Relief French Liaison Worker is responsible for providing liaison and official French language services to french speaking clients and health care providers in accordance with the Northwest Territories Health and Social Services Authority's (THSSA) mission and values, strict confidentiality protocol, departmental policies and procedures.

## SCOPE

Stanton is an accredited facility, located in Yellowknife, Northwest Territories (NWT). Stanton is the referral center for approximately 43,000 NWT residents and 5,900 residents from the Kitikmeot Region of Nunavut. Stanton provides health care services to adults and children on an inpatient/outpatient and outreach basis in order to restore health with dignity. Stanton recognizes the health hazards associated with tobacco in the workplace, both to smokers and non-smokers alike. Therefore, Stanton maintains a tobacco free environment within the building and throughout the property.

Located in Yellowknife, the Relief French Liaison Worker reports directly to the Coordinator French Language Services at Stanton. The position supports the French Language Services on a relief basis by providing, assisting, and coordinating cultural and language services to French speaking clients and healthcare providers of Stanton, three affiliated clinics, and medical centre. The Relief French Liaison worker will provide pertinent healthcare information to enhance cross-cultural communication, by providing interpretation language services and culturally relevant activities for patients, Nurses, Physicians and Technicians. Stanton has over 500 employees. The Relief French Liaison Worker will assist clients and healthcare providers to overcome any real or perceived cross-cultural barriers to the said

treatments, procedures, results, and the importance of understanding of following medical instructions. The Relief French Liaison Worker will coordinate and support patients/family needs for health care services.

The Relief French Liaison Worker will be assigned appointments on a relief basis to assist French clients and clinical staffs determine the patient's well-being and treatment. Stanton provides relief French liaison services and official language services to other Health and Social Services community agencies in Yellowknife, on a contractual basis. This information is provided in the preferred language of the patient. Requests for a Cultural French Liaison Worker may come directly from the patient, family, nurse, health professional or technician.

## **RESPONSIBILITIES**

- 1. In a culturally respectful manner, interprets and translates healthcare terminology and treatment between French speaking clients, and/or family members, and escorts and English speaking health care providers by:**
  - Translating the cycle life (birth to death) as understood by the patient and/or the family as it relates to medical treatment.
  - Interpreting and translating procedures, results, diagnoses, treatments, medications diagnoses, and results to family members as permitted by patient.
  - Translating applicable Stanton forms and consent forms to patients and/or family.
  - Translating information about Stanton's facilities and equipment to the patient and/or the patient's family, and/or non-medical escorts as permitted by patient.
  - Translating treatments, medications, and procedures to the patient to ensure that the patient thorough understands any complexities.
- 2. Provides support to French speaking patients and/or their families by:**
  - Providing patients and/or their family members with hospital/unit orientation with patients/family.
  - Identifying, implementing, and assisting with the delivery of unit cultural programs specific to patient needs and unit working culture.
  - Participating in the Stanton cross-cultural awareness education workshop(s).
  - Provide access to activities such as: Traditional Foods program, Spiritual Care Providers, Arts and Crafts, Resource Materials, Respite, etc. to patients.
  - Providing assistance to patients in accessing their preferred choice of Spiritual Health Care services provided through Aboriginal Wellness and/or the Spiritual Care Committee.
  - Providing palliative care by providing: coffee/tea cart, daily support visits, assistance to family spokesperson, sitting up room for family and community members.
  - Attending family meetings as required
  - Providing cultural, moral, and practical support to patients and their families.

- 3. Provides cultural support to English speaking health care providers by:**
  - Assisting healthcare providers to overcome perceived or real cultural barriers.
  - Informing healthcare providers of any differences in conceptualization of health.
  - Providing culturally appropriate moral and practical support to the healthcare team.
- 4. Completes administrative program duties by:**
  - Maintaining data records for statistical reports for patient assignments as collected by the French Language Coordinator.

## **WORKING CONDITIONS**

*(Working Conditions identify the **unusual and unavoidable**, externally imposed conditions under which the work must be performed and which create hardship for the incumbent.)*

### **Physical Demands**

There are no unusual physical demands.

### **Environmental Conditions**

Work in a Hospital environment with patients and as such may be frequently exposed to infectious diseases, blood and body fluid, hazardous materials that can result in moderate risk to the incumbents' health and well-being. May also be exposed to smoke, on an occasional basis, when participating in traditional ceremonies.

### **Sensory Demands**

In intimate/confidential situations between a patient, clinical professionals, and at times with family members, it is crucial that the interpreter covers all aspects of the communication with complete accuracy. This thoroughness extends to the "plain" language of a second language.

### **Mental Demands**

The incumbent may be exposed to death/dying and other emotionally disturbing experiences. During certain periods, emotional stress can be more severe, e.g. relating diagnosis to patients and their families, being present in emotionally disturbing situations, or not being able to discuss these experiences due to the commitment to patient confidentiality.

In addition, the incumbent is expected to remain calm, controlled and professional regardless of the situation and demonstrate compassionate care to the client, family and other members of the health care team.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Accepting and respectful of others beliefs and practices
- Strong ability to work well with others
- Team player
- Strong patient and family advocate

**Typically, the above qualifications would be attained by:**

The completion of Grade 10, a certificate of completion of an Interpreter Program, a total of 2 years' experience providing customer service, and previous experience as an interpreter.

**ADDITIONAL REQUIREMENTS**

**Stanton Regional Requirements**

Within a reasonable time frame all Relief Interpreters must be able to acquire and remain current in the following certifications:

- Certificate of Training for WHMIS
- Fire Control
- Infection Control

Mandatory Participation:

- Successful completion of medical terminology course provided by Stanton within 6 months post hiring.
- Stanton Cross-cultural workshop(s).
- Attendance at a Stanton Orientation session.
- Fit Testing
- Supportive Pathways (Nonmedical staff): An educational course with an emphasis on viewing the person behind the diagnosis of dementia. Therefore, maintaining the importance of the patient's personhood and providing the individualized care.

Fluency and literacy in the French Language and English language is required.

**Position Security (check one)**

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

**French language (check one)**

- French required
- French preferred
- French not required