



IDENTIFICATION

Position Number		Position Title	
27-11211		COMMUNITY HEALTH REPRESENTATIVE	
Division/ Section		Community	Region
TLICHO COMMUNITY SERVICES AGENCY		BEHCOKO	MONFWI/TLICHO REGION

PURPOSE OF THE POSITION

The purpose of the position is to provide community health promotion services in Gameti, in accordance with the philosophy and objectives of the Tlcho Community Services Agency (TCSA) to promote the prevention of disease, maintenance of health, and the overall health and well-being of the community.

SCOPE

The scope of the Tlcho Community Services Agency is to manage the delivery of a range of integrated public GNWT and First Nations health, wellness and education programs and services for the NWT Tlcho communities of Behchoko, Gameti, Wekweeti and Whati. Established in 2005 as part of the Tlcho Agreement, the Agency is designed to be an *interim GNWT organization* through which the Tlcho Government will eventually exercise their treaty rights for self-government. The Agency serves approximately 3,000 people, employs 230 staff and has an annual budget in excess of 30 million dollars. Programs and services include early childhood education, K-12 education, health and wellness, child and family services, mental health and addictions, and continuing care and independent living.

The Tlcho Community Services Agency vision “Strong Like Two People” is a metaphor for the desire by community leadership to build an organization, and create programs and services that recognize the strength and importance of two cultures. Local Tlcho and non-Tlcho knowledge have complementary strengths which together can achieve solutions to contemporary problems which neither could alone. The failure to integrate local knowledge represents a waste of expertise, and a loss of critical information that may lead to inappropriate or even destructive interventions and strategies.

The TCSA administers all regional health and social services delivered to a population of approximately 3,000 residents of the Tlicho region through 3 Community Health Centres and 1 Community Health Station, and for the residents of the Jimmy Erasmus Seniors Home. The TCSA provides and supports the delivery of health care services to adults and children on an outpatient and outreach basis in order to enhance healthy communities' well-being through excellence, accountability and respect for regional diversity.

Located in Behchoko and reporting to the Nurse-in-Charge (N-i-C), the Community Health Representative (CHR) works with community members, health care providers and other agencies to promote healthy living and well-being to a client population of approximately 2,000 residents. The CHR plays a critical liaison role between the community and the Health Centre and ensures that individuals within the community have access to education and health promotion needed for healthy living and that the Health Centre and TCSA are aware of the community concerns with respect to continued health and well-being. The Health Centre is the sole medical facility in the community.

Community health promotion services include the delivery of public health and homecare programs designed to promote community health and wellness (e.g., including but not limited to well-child/woman/man clinics, pre- and post-natal clinics, school health program, chronic disease clinic, communicable disease surveillance, etc.).

Services may be provided within the Health Centre, community halls, schools or in a clients/residents home (i.e., elderly population) and are intended to promote a healthy way of life, and decrease the incidence of death and disease. Services may be provided on an individual basis or as part of a multi-disciplinary team.

RESPONSIBILITIES

- 1. Provides and participates in the delivery of community health programs (e.g., including but not limited to well-child/woman/man clinics, pre- and post-natal clinics, school health program, chronic disease clinic, communicable disease surveillance) according to the GNWT Health Standards in order to prevent and reduce the incidence of communicable diseases, to promote a healthy lifestyle and to reduce the incidence of disability and/or death.**

Main Activities:

- Delivers community health programs (both pre-packaged and requiring development by the incumbent to fit community needs).
- Encourages community members to participate in and attend education and health promotion sessions.
- As directed by management, uses and involves the media (such as local radio, television and newspaper) to facilitate public education on health-related topics.
- Assists in arranging specialty clinics with physician specialists or other health care providers (i.e., make sure individuals scheduled for an appointment know they are scheduled and are aware of what services are being provided).
- Assists in the evaluation of community health programs and offer suggestions for improvement where appropriate (culturally sensitive support).
- Acts as a local resource for other community-based health care workers.

- Promotes a safe and healthy environment in homes, the school, and throughout the community.
- Records specifics of all encounters or services provided for statistical purposes and follow-up.

2. Facilitates patient and family education based on the needs of the patient.

Main Activities:

- In collaboration with health care providers, facilitates individual learning to patients and their families in relation to patient illness or injury (e.g., self-aware, health promotion, etc.) as directed.
- Determines a patient's knowledge of their health, disease process, and learning needs; and
- Participates in the development of community-specific educational resources necessary to support patients.

3. Advocates practice environments that have the organization and resource allocations necessary for safe, competent and ethical nursing care.

Main Activities:

- Explains local culture, community health needs, and problems to health care professionals to encourage appropriate programming and communication techniques are used to meet TCSA goals.
- Collaborates with the N-i-C, Community Health Nurse and Licensed Practical Nurse and visiting members of the health care team to advocate health care environments that are conducive to ethical practice and to the health and well-being of clients and staff; and
- Participates in research (e.g., influenza watch) and special projects related to the community's health status.
- Assists the N-i-C in arranging transportation (including med-evacs and appointments for special clinics) of clients both to and from regional centres to ensure the client receives appropriate care.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of current trends in health promotion, community development and adult education theory as well as a basic understanding of common disease processes and conditions throughout the life span.
- Knowledge of traditional healing methods as well as community and cultural norms.
- Knowledge of and ability to work effectively in a cross-cultural setting and work with community groups and resources.
- Knowledge of and ability to operate word processing applications (i.e., Microsoft Word) in order to complete training materials and presentations, electronic mail to send and receive mail and the Internet in order to conduct on-line research.

- Knowledge of and an ability to network resources within and outside the TCSA (e.g., Social Services, Public Health, med-evac teams, etc.) in order to provide comprehensive health promotion and education.
- Ability to identify health issues and formulate an action plan. This includes an ability to formulate teaching plans and use audio-visual and other teaching aids as well as an ability to create teaching materials that are culturally appropriate for the client's needs.
- Ability to speak, read and write English (this includes an ability to follow verbal and written instruction from nursing, medical and dental personnel and interpret health information accurately—following the Medical Interpreter's Guide).
- Ability to operate basic office equipment (e.g., telephones, fax machines, etc.).
- Ability to educate clients and their families (where applicable) on appropriate self-care methods and techniques as directed by a member of the health care team.
- The incumbent must be aware of the importance of confidentiality and be able to keep personal and medical information private and confidential at all times.
- Self-Control (Restrains Strong Emotions) – An ability to control strong emotions such as anger, frustration, fear, and/or stress.
- Flexibility (Adapts Normal Procedures) – An ability to alter normal procedures or ways of working to fit a specific situation in order to get the job done.
- Analytical Thinking (Breaks Down Problems) – An ability to break problems into simple lists of tasks or activities.
- Presentation Skills (Presents Effectively) – An ability to deliver presentations that are well structured and easy to understand (e.g., presents in a relaxed, self-confident style).
- Listening, Understanding and Responding (Listens responsively) – An ability to demonstrate objective and active listening and behave in a helpful and responsive manner (this includes being able to see out the facts and pertinent information before drawing conclusions).
- Client Service Orientation (Follow-up) – An ability to follow through on client inquiries and requests. This includes keeping the client up to date on status.
- Teamwork and Cooperation (Cooperates) – An ability to participate in groups willingly and support team decisions (i.e., is a “good team player”).

TYPICALLY, THE ABOVE QUALIFICATIONS WOULD BE ATTAINED BY:

Completion of Grade 12.

Enrolment in and eventual completion of the Northwest Territories Community Health Representative training program on the job is a requirement.

The incumbent must be licensed with the NWT Professional Registrar upon completion of the CHR training program.

The incumbent must complete a satisfactory criminal records check.

Fluency in the Tlicho language is required. Interpreter/translator training would be an asset.

TLICHO COMMUNITY SERVICES AGENCY REQUIREMENTS

Within the TCSA health care providers must be able to acquire within a reasonable time frame and remain current with the following training and certifications:

- Internet, word processing and electronic mail
- Basic CPR and Standard First Aid
- WHMIS.

WORKING CONDITIONS

Physical Conditions

The incumbent will be required to carry supplies and equipment from the Health Centre to homes or teaching locations, using stairs, obtaining water samples, and climbing in and out of a vehicle several times a day, which may lead to moderate levels of physical fatigue.

Environmental Conditions

When assisting other health care professionals with client care, such as health screening, the incumbent may be exposed to human body fluids, including blood. During home visits the incumbent may be exposed to tobacco smoke, unsanitary conditions, and potentially verbally and/or physically abusive clients or family members.

As a result of living in an isolated, northern community, the incumbent may be required to travel on small aircraft and on ice or winter roads when travelling to or from the community.

Sensory Demands

The incumbent will at times need to deal with difficult clients experiencing medical problems that require an immediate outcome. As a result, the incumbent will need to use combined senses to accurately assess clients and situations in order to respond appropriately and diffuse potential problems before calling the Nurse-in-Charge

Mental Demands

The CHR may become involved in situations with community members who are experiencing stress or confusion with respect to the delivery of health care or the status of their own health. This involvement/interaction may occur at any time day or night. This may cause a significant disruption to the incumbent's family and social life.

In addition, within the health care setting there can be significant lack of control over the work pace, with frequent interruptions (work is often dictated by external factors) that may lead to mental fatigue or stress.

From time to time the Community Health Representative may be required to assist the N-i-C during the provision of nursing services to abusive patients, individuals under the

influence of drugs or alcohol and RCMP escorts. These incidents may occur while the incumbent is on duty as well as when off duty. As a result, there may be concern for safety and well-being of the incumbent which may cause extreme levels of stress on the incumbent, both during and after work hours.

EXCLUSION/INCLUSION

Section A

- X This job should be included in the bargaining unit
- This job should be excluded from the bargaining unit (complete section B