



IDENTIFICATION

Position Number		Position Title	
27-94006		Coordinator, Health Operations/EMR Team Leader	
Division/ Section		Community	Region
Tlicho Community Services Agency		Behchoko	Health and Social Programs/Tlicho

PURPOSE OF THE POSITION

The purpose of the position is to coordinate health operations within the Mary Adele Bishop Health Centre in Behchoko and to lead emergency medical responses within the Behchoko corporate limits and surrounding area and, as required, throughout the Monfwi/Tlicho Region. As Coordinator of Health Services, the incumbent organizes, supervises, and monitors the delivery of support services essential for the efficient and effective operation of the Health Centre, working closely with the Nurse in Charge. As Team Leader for the Emergency Medical Responders (EMR), the incumbent is responsible for providing an ambulance program, which includes providing functional supervision and training for the EMR team. The Team Leader also performs the full services of an EMR to ensure adequate emergency medical services for the region.

SCOPE

The scope of the Tlicho 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 Tlicho communities of Behchoko, Gameti, Wekweti and Whati. Established in 2005 as part of the Tlicho Agreement, the Agency is designed to be an *interim GNWT organization* through which the Tlicho 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, continuing care and independent living, and First Nations social programs including post secondary student support.

The Tlicho Community Service 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 Tlicho and non-Tlicho 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 Centers, 1 Community Health Station, including 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 Manager of Health Services, the Coordinator, Health Operations/Emergency Medical Team Leader performs two essential roles needed for the efficient and effective delivery of health services in Behchoko and throughout the Monfwi/Tlicho Region.

As Coordinator of Health Operations, the incumbent is responsible for the delivery of support services required for daily operations within the Health Centre in Behchoko. Working in close collaboration with the Nurse in Charge, the Coordinator ensures that an adequate inventory of medical and non-medical supplies is maintained in the Health Centre at all times; assigns housekeeping duties and monitors service to ensure that acceptable standards of cleanliness are maintained; and ensures that medical and non-medical equipment is kept operational and serviced, repaired and replaced as required.

As EMR Team Leader, the incumbent is responsible for the implementation and monitoring of the ambulance services as well as various health and safety training activities as required or assigned. The incumbent also provides initial emergency medical response services within the Behchoko corporate limits and beyond. Services are extended to the coverage of Highway #3 from Boundary Creek to Fort Providence year round, a total of approximately 302 kilometers. During the winter road season, service coverage also extends from Highway #3 to the Whati, Gamete and Wekweti winter roads. The Team Leader is one of five Emergency Medical Responders based in Behchoko. The incumbent's decisions and recommendations impact patients directly, and also health professionals, on a daily basis. The services are provided within the guidelines and procedures of the Tlicho Community Services Agency, the Government of the NWT (GNWT) and guidelines surrounding the certification of an Emergency Medical Responder.

The EMR/Team Leader is responsible for developing and maintaining an Emergency Plan for the TCSA, in conjunction with senior managers and TCSA facilities managers. This duty requires the incumbent to coordinate preparations for dealing with potential hazards which include: natural disasters such as major fires requiring mass evacuation; pandemics and other hazards to human health; major power failures and other system failures within facilities; and incidents with human causes, such as major vehicle or aircraft accidents involving casualties and/or fatalities, chemical releases, acts of violence in TCSA facilities, and other causes.

The EMR/Team Leader is a support team member to all health centre staff, and also provides public safety and health promotion seminars to residents of the Tlicheo region as requested. The incumbent is required to work on a rotational schedule. The EMR/Team Leader will only be on call when operational requirements, such as unusual staffing situations, make it advisable, or when a medical emergency makes an unscheduled call-out unavoidable. The number of emergencies has averaged approximately 6 per week.

The Coordinator, Health Operations/EMR Team Leader supervises 5 Emergency Medical Responders and 6 Relief Ambulance Drivers/Attendants—a total of 12 positions.

The incumbent administers an annual O&M budget of approximately \$850,000.

RESPONSIBILITIES

1. Coordinates Health Operations support services within the Mary Adele Bishop Health Centre, working closely with the Nurse in Charge.

- Collaborates with the Nurse in Charge to ensure that:
 - infection control measures are in place to minimize the risk of infections in clients, staff, and visitors to the Health Centre;
 - the stock of supplies (medical and non-medical) is adequate and supplies are ordered as required;
 - custodial tasks are performed on a routine and as-required basis;
 - all medical and non-medical equipment is maintained in good working order and is repaired or replaced in a timely fashion.
- Assigns transportation equipment used by health care staff and assigns staff to ensure that vehicles are fuelled, cleaned, and receive regular minor servicing.
- Ensures that communications systems are maintained in efficient working order (e.g., telephones, fax machine, computers, radios, etc.).
- Monitors the building and reports minor maintenance issues requiring attention to the building supervisor (e.g., snow clearing, plumbing failure, repairs and replacement) and major infrastructure and any unattended issues to the Director of Corporate Services.
- Facilitates the orientation of new staff (nurses, support staff, students and others), in collaboration with the Nurse in Charge.
- Maintains a working knowledge of equipment, supplies and materials used in the Health Centre, and evaluates and recommends replacement of equipment and supplies.
- Organizes the disposal of hazardous waste materials as per GNWT guidelines.
- Performs check-in and check-out procedures for Health Centre staff and reports to

the Director of Corporate Services upon completion.

2. Provides functional supervision and support for the ambulance program staff.

- Identifies and maintains the physical requirements (staff and equipment) of the ambulance program within budget.
- Provides orientation, training and development of ambulance staff and allied health staff as required.
- Maintains rotational schedules for ambulance staff.
- Manages the performance of staff (e.g., performance appraisals, progressive discipline etc., in accordance with the GNWT Human Resource Manual guidelines.
- Provides ongoing planning and evaluation of the program.
- Provides communications to the general public and community organizations such as the RCMP to provide a positive image of the services being delivered.

3. Provides initial emergency medical response and assistance on scene and provides ground transportation to the nearest health centre or hospital.

- Assesses the scene and triages clients to determine the appropriate course of action to ensure safe delivery of emergent medical treatment.
- Provides any necessary emergency treatment within the incumbent's scope of practice.
- Performs advanced First Aid and/or CPR if required.
- Applies, as required, immobilizing equipment such as cervical collars, spine boards, splints, etc., and prepares patients for transportation.
- Directly monitors patient(s) en route, and provides appropriate emergency medical care as required, such as airway management, using appropriate equipment, administers oxygen as determined, basic methods of handling obstetrical emergencies, monitors patient vital signs, etc.
- Gathers and documents pertinent patient information, including personal data, event causes, medical history, immediate medical condition, vital signs, methods of care rendered, etc., and directly communicates findings to receiving health care professionals.
- Contacts personnel at the appropriate facility regarding a patient's status and estimated time of arrival to health centre or hospital.
- Documents pertinent information onto the Patient Care Report for reference and audit.
- Holds in confidence all personal and medical information gained through employment.
- Operates emergency vehicles in a manner that ensures safety for all passengers in the vehicle as per the guidelines of the Tlicho Community Services Agency and the GNWT Motor Vehicles Branch.

4. Coordinates the development and maintenance of a comprehensive Emergency Plan for the Tlicho Community Services Agency.

- Identifies the likely threats that may require emergency action (e.g., weather events, fire, vehicle mishaps, situations requiring mass evacuations, lockdowns, etc.).
- Prepares and maintains a written Emergency Plan for TCSA facilities and programs, in conjunction with TCSA facilities managers, community and GNWT officials, and the RCMP.
- Chairs an Emergency Planning Committee of TCSA managers to ensure that emergency planning issues are considered and prepared for.
- Identifies equipment, supplies and human resources required for dealing with emergency situations.
- Using available resources, acquires, inventories, stores and replaces emergency equipment and supplies.
- Using available resources, arranges training events to prepare TCSA staff for possible emergency scenarios.
- Represents the TCSA on the GNWT Emergency Response Committee.

5. Supervises the delivery of public safety education programs and health promotion activities to residents of the Tlicho region.

- Works in conjunction with the Joint Occupational Health and Safety Committee to support all TCSA OH&S programs.
- Supervises health and safety promotion activities for the communities in the Tlicho Region (e.g., Health and Safety, First Aid, CPR, Boat and Water Safety, Firearms Safety, WHMIS, etc.) in collaboration with the Nurse-in-Charge and the Community Health Representatives.
- Organizes health and safety training for EMR and other health care and TCSA staff (e.g., Injury Prevention, staff exercise programs, and fitness training for EMRs).
- Participates in discussions with community members to identify pertinent training programs to be delivered.
- Maintains files and records on programs delivered.

6. Coordinates servicing, maintenance, repair and replacement of emergency vehicles and related equipment.

- Inspects the emergency vehicles and equipment daily on commencement of shift.
- Assigns EMR staff to:
 - Inspect, clean and restore all equipment and emergency vehicles after use;
 - Keep emergency vehicles fueled and perform minor maintenance tasks; and
 - Report any major emergency vehicle deficiencies promptly.
- Coordinates regular maintenance and repair of vehicles and related equipment.
- Supervises management of the emergency fleet of vehicles, recommends vehicle replacement, and arranges new vehicle registration and insurance.
- Coordinates inventory of all emergency and trauma bags in the Health Centre.
- Assists Nurse in Charge with weekly inventory of emergency Health Centre equipment.
- Checks all medical gas tanks on a weekly basis and as needed.

7. Performs other related duties to assist with the delivery of health and social services programs in the Tlicho Region.

- Responds to general correspondence, photocopying, faxing regarding safety issues and medical emergencies.
- Maintains monthly statistics of medical emergencies.
- Participates in meetings, committees and training sessions as required.
- Makes recommendations to the Regional Health Operations Coordinator to improve procedures, services, etc.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of and ability to apply staff management, development and disciplinary techniques and methods.
- Knowledge of medical terminology, basic biological, physical and behavioral science in order to interpret and prioritize findings when performing patient care and assessments.
- Knowledge of non-violent crisis intervention techniques to deal with angry and violent clients.
- Proven problem-solving skills to ascertain a course of treatment or stabilization for a patient.
- Proven communication and interpersonal skills to deal with a variety of patients and deliver information sessions to the community in a manner that is understood by all.
- Proven organization and time management skills.
- Ability to operate a desktop computer and software to process patient information and records.

Typically, the above qualifications would be attained by:

Completion of an EMT/Paramedic program is required plus 3 years of experience in a health care setting or equivalent training in a related field and must include management, program development and training experience that will allow the incumbent to manage staff effectively.

The incumbent must be in a physical condition that will allow them to perform the transportation and physical duties associated with emergency patient care. A Class 4 driver's license and current CPR certification is required and an Emergency Medical Responder certificate is required.

Completion of programs such as high angle rescue, confined space rescue, cold water rescue, vehicle extraction, hazardous materials response, Safety Officer Level 1 and fire safety related experience would be assets. Ability to provide medical translation services into the Tlicho language would also be an asset.

WORKING CONDITIONS

Physical Demands

Lifting patients up and down stairs and in and out of the ambulance while standing and bending in awkward positions will be required as a normal part of the incumbent's duties. Patients vary in weight, but adults average between 180 and 250 pounds and may be heavier. The stretcher adds a weight of 100 pounds.

Environmental Conditions

Work may be performed in extreme temperatures and weather (rain, wind, snow), especially where accidents occur far from major access routes. Due to the nature of dealing with sick patients directly, there is some exposure to illness. Severe trauma patients can further expose the incumbent to communicable diseases, with contaminated blood and bodily fluids increasing the intensity of the exposure significantly.

Sensory Demands

The incumbent will be required to use the combined senses of touch, sight, smell and hearing during triage, assessment and continuous observation of patients while in the ambulance. Triage is a critical function requiring the incumbent to make sound assessments not only on what they are being told by the patient but also based on what they see, hear or sense from the patient.

Mental Demands

Work is mentally stressful because of its complexity and the need to communicate effectively and quickly with patients, health professionals, family members and the public who may be anxious in emergency situations. An added pressure is the quick decision-making these situations require. Many of the emergencies the EMR/Team Leader deals with are alcohol or drug related, and the incumbent regularly enters homes without knowing exactly what will be encountered. The Team Leader must have the ability to deal effectively with angry and frustrated people, who may be under the influence of drugs or alcohol. The incumbent may receive verbal abuse, and on rare occasions may be at risk of physical abuse; therefore patience, tact, and sound judgment are required as well as the ability to use non-violent crisis intervention techniques. The EMR/Team Leader also deals with cultural differences and language barriers which can be frustrating. The Team Leader may also be exposed to emotionally disturbing situations, such as disturbing domestic situations, death, and severely injured patients.

ADDITIONAL REQUIREMENTS

Position Security (check one)

- No criminal records check required.
- Position of trust – criminal records check required.
- Highly sensitive position – requires verification of identity & criminal records check.