



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Records Management Clerk	
Position Number(s)	Community	Division/Region(s)
37-11447	Fort Simpson	Community Health Services/Deh Cho

## PURPOSE OF THE POSITION

Files, maintains and archives patient/client records in accordance with GNWT Legislation and Regulation and Northwest Territories Health and Social Services Authority (NTHSSA) Policies and Procedures. Administers incoming/outgoing mail, and records to ensure patient and other information is distributed in a timely manner.

## SCOPE

Reporting to the Nurse in Charge located at the Fort Simpson Health Center. The Records Management Clerk is responsible for access to patient/client files, clinic records, and their archiving and destruction. In addition to retrieving and filing patient/client files, the position files additional pieces of information (usually test results) that arrive from laboratories, southern institutions, and community health stations each day.

A challenge for this position is keeping up with the volume of filing in a timely manner that corresponds with the schedules for seeing patient/clients. Misfiled or un-filed information can affect the program team's ability to perform their duties.

Government Legislation and Regulation governs public access, archiving and destruction of records. NTHSSA and Clinic procedures govern filing systems, retention, and storage of records. The position follows these authorities. Any interpretation of Authorities is referred to the Supervisor. The position works within the general direction of the Supervisor, but is expected to set their own work schedule and priorities.

## **RESPONSIBILITIES**

- 1. Files, maintains and archives patient/client records in accordance with GNWT access, privacy and archival legislation and Regulations, NTHSSA and Clinic Procedures to ensure accurate, up to date and accessible patient/client records.**
  - Manages and maintains all confidential files for NTHSSA to ensure correct paperwork, medical consent, and related documents are available for follow-up and/or review.
  - Ensures Procedures are in place for the long term storage of files, as per the Legislative requirements
  - Files, retrieves, re-file patient/client charts and records.
  - Administers requests for information from patient/client files (e.g. transfer of patient files to other clinics, photocopy files requested from outside Fort Simpson, retrieval of information to fill prescriptions) in accordance with Clinic protocols to ensure the efficient and confidential transmittal of patient/client information.
- 2. Administers incoming and outgoing mail, including test results, and faxes in accordance with NTHSSA and Clinic procedures to ensure the accurate and timely tracking and distribution of mail and patient/client files.**
  - Maintains a mail in/out tracking system to confirm the receipt, distribution and ultimate disposal of mail and patient/client records.
  - Retrieves information from files for Health and Social Services staff to assist in preparations for patient/client treatment in accordance with confidentiality protocols and Clinic procedures.
- 3. Manages collection, storage and destruction of all patient/client files and records of Health and Social Services, and satellite communities.**
  - Manages overall procedures for the development, maintenance and disposal of records under the mandate of Health and Social Services.
  - Reviews, authorizes and processes records transfer into GNWT record centers.
  - Ensure records are identified and boxed for proper transfer and storage and ensure easy access, availability and proper management of office and warehouse records.
  - Liaison with the Department's Records Coordinator regarding records dispositions on behalf of Health and Social Services, to ensure that the dispositions comply with all relevant legislation and procedures.

## **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**

Daily manipulation of files and records standing and walking (including file boxes weighing up to 20 pounds) and pulling and filing charts can expose the position to back injury.

### **Environmental Conditions**

Minimal and infrequent exposure

### **Sensory Demands**

Concentrated attention to detail is required throughout the workday to ensure accuracy. The position is subject to constant interruptions from those requiring patient/client files or checking the whereabouts of patient/client information.

### **Mental Demands**

Concentrated attention to detail throughout the workday can lead to mental fatigue.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of records management techniques to administer patient/client records and files
- Knowledge of medical terminology to ensure accurate filing of information.
- Knowledge of records management theory and practice with extensive experience using document management systems.
- Knowledge of the Health and Social Services organization, procedures and protocol, with specialized knowledge of the structure, Legislative and policy basis of the NWT Health and Social services system.
- Knowledge of the political and administrative structure of the government and the cultural diversity of the North as it relates to Health and Social Services.
- Ability to interpret Legislative and policy requirements as it relates to records management.
- Knowledge and experience with administrative procedures and excellent communications skills, both oral and written.
- Ability to operate a desktop computer in order to produce written documents, send and receive electronic mail and conduct internet research.

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

These knowledge, skills and abilities are typically acquired through post-secondary education in the field of records management and two years of administrative experience including file or record management.

## **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 and a criminal records check

### **French language** (check one)

- ☐ French required
- ☐ French preferred
- ✓ French not required