



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Relief Clerk Interpreter	
Position Number(s)	Community	Division/Region(s)
47-12144	Ulukhaktok	Client Services / Community Health Center Operations/Beaufort-Delta

## PURPOSE OF THE POSITION

Reporting to the Supervisor, Health Programs, the incumbent provides an interpreter and translator service to facilitate dialogue between indigenous people of the Kitikmeot Region and medical nursing and social services staff. Provides clerical and reception services to the Community Health Centre.

## SCOPE

The NTHSSA administers all regional health and social services delivered through the Inuvik Regional Hospital (IRH) a 51 in-patient bed accredited facility, 8 Community Health Centers; and seventeen other sites, including social services and dental therapy offices, public health clinics, elder's facilities, and various group homes. The NTHSSA provides and supports the delivery of health care services to adults and children on an inpatient, outpatient, and outreach basis in order to enhance healthy community well-being through excellence, accountability and respect for regional diversity.

The incumbent provides efficient administrative and clerical services for the Nurse-in-Charge, (and other transient health-care professionals) Health Centre staff and patients. The incumbent also provides services between health center staff, patients, visiting physicians, and other healthcare professionals on a regular basis including.

## **RESPONSIBILITIES**

### **1. Provides interpreting services in Inuinnaqtun and English between patients/clients and medical personnel and social services staff to facilitate the delivery of health and social services to the residents of the Kitikmeot region.**

- Interpreting and translating medical/nursing procedures to patients.
- Translating for patients and staff during clinics and home visits.
- Introducing new staff to community and explaining local customs and culture.
- Interpreting for Health and Social Services Personnel at community meetings (i.e. Health and Social Service Committees).
- Translating and explaining documents such as consents requiring patient's understanding and signature.
- Translating and writing medication instructions and other health related materials, posters, etc.

### **1. Provides receptionist and clerical support services to the Health Centre.**

- Answering telephones and relaying messages to appropriate staff member.
- Contacting clients for appointments with nurses, physicians and visiting specialists; receiving patients and visitors in a courteous manner.
- Finding patient files and re-filing after use.
- Filing laboratory and other reports on patient files after review by Supervisor, Health Programs.
- Completing laboratory forms, labels specimen jars and prepares specimens for mailing.
- Recording x-rays and skin tests on patient records.
- Recording inpatient admissions, medical evacuations, births and deaths in appropriate registers.
- Sorting and distributing all incoming mail and preparing all out-going mail for dispatch.
- Setting up new patient files.
- Preparing various forms for Supervisor, Health Program's approval and signature; and typing forms, memos, labels as required.

### **2. Provides administrative support for the medical transportation of patients/**

- Soliciting information from Community Health Nurse on patient to be referred, including name, age, health care Number, provisional diagnosis and special needs of the patient such
- As interpreter services, escort service and boarding home placement.
- Rearranging for appointments with specified or unspecified health professionals, coordinating appointments to limit the duration of the patients stay in Yellowknife and/or other locations, confirming appointments with Nurse.
- Assigning escort and/or interpreters to patients requiring these services and scheduling these escorts as efficiently as possible.
- Obtaining from escorts and/or interpreters and subsequently confirming with doctors office, medication or follow-up care required by patient.
- Making reservations for patient transport.

- Making arrangements to meet special medical needs, such as wheelchair, crutches, stretcher, taxi, ambulance, bus, and airline; being responsible for the confirmation of all arrangements.
  - Assigning patients to boarding homes with consideration for patient needs and available home's capabilities, as defined by the Community Health Nurse.
  - Advising boarding homes operators of instructions of doctors, nurses, as to health care needs of patients, confirming all follow-up appointments and medication required.
  - Arranging for boarding home operators to receive instruction in the provision of special treatment required by certain patients where indicated by doctors, nurses, such as chest therapy, cast care, tracheotomy.
  - Arranging for visiting nurse, orderly or other special services for patient according to instructions of doctors or nurses.
  - Issuing transportation warrants to patients and advises them of their entitlements.
  - Providing accommodation and transportation arrangements for patients travelling under Extended Medical Benefits and Social Assistance.
  - Assisting in the preparation of monthly reports.
- 3. Maintains patient records and provides information as required with due regard for the confidentiality of medical information.**
- Maintaining records of all patient movements by charter or scheduled aircraft.
  - Recording all boarding home activity on a daily basis and providing weekly summary; maintaining a log of all taxi expenditures used for patient transportation.
  - Advising filed nurses of the medical status of all patients referred outside of the community.
  - Certifying taxi accounts for services rendered for patients.
  - Compiling data and statistics daily on patient case workload.
  - Informing supervisor of all complaints from patients or others professional and administrative matters regarding patient care.
- 4. Performs other related duties as requested by supervisor.**
- Arranging for the shipment of drugs and equipment to Health Centers via air cargo.
  - Operating computer on a continuous basis for the purpose of maintaining patient records, invoicing and statistical information.
  - Assisting nursing staff in emergency situations.
  - Informing RCMP, Corners, Clergy of deaths and serious medical emergencies as required.

### **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**

Sitting, typing, standing and/or bending (Daily - 5-6 hours - low to moderate)

Incumbents can be required to sit for extended periods of time and may be required to work with a computer for long periods of time. Filing can require long periods of standing and bending. Constant use of the computer and phone can result in stress in the fingers, wrists, etc.

### **Environmental Conditions**

The incumbent works in a generally comfortable work environment but with the physical stresses associated with computer work and sitting for extended periods.

### **Sensory Demands**

Exposure to office equipment (Daily - 5-6 hours – Moderate)

Incumbent uses two or more senses to make judgments, and the use of senses requires considerable sensory attention when operating the computer, calculator, copier, fax machine, and telephone - all used for the daily operation of the office.

### **Mental Demands**

Exposure to crisis situations (Daily - 5.6 hours – moderate)

Work is mentally stressful because of the workload and the need to communicate effectively with the public and health care professionals. This incumbent handles complaints and requests, and as a result could be the recipient of verbal abuse. Patience, tact, and sound judgment are required as well as use of non-violent crisis intervention techniques. The incumbent must communicate effectively through cultural and language barriers, which can be frustrating. Workload, frequent interruptions, tight deadlines and turnaround times all add to the stress level.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of health and social services programs and policies.
- Basic understanding of patient care and treatment.
- Excellent communication and observation skills.
- Strong organizational and time management skills.
- Basic knowledge of general office procedures.
- Computer experience - word processing.
- Fluency in both Inuinnaqtun and English required relay accurate information.
- Ability to maintain a high degree of confidentiality.
- Strong interpersonal and ability to communicate effectively both verbally and in writing.
- Knowledge of local community and customs is essential.
- Ability to work in a team environment.

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

Grade 10 plus the completion of a recognized Medical Terminology Course with 2-3 years of related interpreting/translating experience.

**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