



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	CLERK - Receptionist	
Position Number(s)	Community	Division/Region(s)
47-5544	Ulukhaktok	Client Services and Community Health Center Operations/Beaufort-Delta

## PURPOSE OF THE POSITION

The purpose of this position is to provide clerical and secretarial services for the health centers located in the Beaufort-Delta communities. These communities include Aklavik, Ft. McPherson, Inuvik, Paulatuk, Sachs Harbour, Tsiigehtchic, Tuktoyaktuk, and Ulukhaktok. This is done in accordance with generally accepted office and business communication practices and Health Centre administrative procedures.

## 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 wellbeing through excellence, accountability and respect for regional diversity. The clerk receptionists report directly to the Nurse-in-Charge (NIC). 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.

## **RESPONSIBILITIES**

### **1. Provides reception and clerical services for the health center.**

- Answering telephone and relaying messages, contacting clients for appointments with nurses, physicians, and specialists, receiving patients and visitors courteously;
- Creation of new patient files according to Northwest Territories Health and Social Services Authority standardized format, and maintaining all files in this manner, finding patient files and re-filing after use, filing laboratory and other reports on patients files after review by Nurse in Charge;
- Making reservations for patient transportation;
- Preparing all mail for dispatch, completing laboratory forms, labeling specimens, preparing specimens for shipping, typing forms, memos, labels, etc. as required;
- Preparing appointment lists for physicians' visits to the community for Nurse in-Charge's inspection and approval, (e.g. completing forms with patients' name, DOB, THIS#, and type of visit);
- Complying with the Community Health Standards, ROP's and practicing the process for two client ID's
- Recording in-patient admissions, medical evacuation, births and deaths in appropriate registers;
- Typing and proof-reading correspondence assigned by Nurse-in-Charge, setting up and maintaining an administrative filing system;
- Using word-processing, database, spreadsheets and communications software if available, entering data information into the computer.

### **2. Maintains records on all patients and provides information as required with due regard for the confidentiality of medical information.**

- Maintaining records of all patient movement by road, charter or scheduled aircraft;
- Maintaining a log of all taxi expenditures used for patient transportation and certifying taxi accounts for services rendered to patients;
- Completing CHMIS reports on all clients, compiling data and statistics daily on patient case workload,
- Maintaining general office in a clean and efficient manner.

### **3. Performs other related duties as assigned:**

- Assisting in extended clinic hours and in emergency situations;
- Organizing specialist's clinics.
- Introduces new staff to community and explains local customs and culture.
- Assisting with Orientation of new staff to the health center's process and policies.

## **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**

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, and back, 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**

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**

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. Workload, frequent interruptions, tight deadlines and turnaround times all add to the stress level.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Must have good communication and observation skills for reception of the public;
- Basic knowledge of office routine is necessary and also a basic understanding of patient care and treatment;
- Key-boarding skills
- Computer knowledge in word-processing, database, spreadsheets and communications software;
- The incumbent must be able to keep confidential information confidential.
- Ability to speak the aboriginal language and knowledge of interpretation/translation practices is considered an asset,
- The incumbent must be able to meet and deal pleasantly and effectively with people of all ages and backgrounds in order to effectively greet callers/visitors who are irrational and emotional and determine their actual situation and requirements.

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

The foregoing knowledge, ability and skills would normally be acquired through completion of a minimum of grade 10, general office procedures course and related experience that are required to perform the secretarial and clerical functions of the job.

## **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