



IDENTIFICATION

| Department | Position Title | |
|--|------------------------|--|
| Northwest Territories Health and Social Services Authority | Unit Clerk - Home Care | |
| Position Number(s) | Community | Division/Region(s) |
| 57-11260 | Yellowknife | Community Health/Home Care/Yellowknife |

PURPOSE OF THE POSITION

To support to the inter-professional team located in the Home Care department within Northwest Territories Health and Social Services Authority (NTHSSA); in order to assist management and professional staff in delivering comprehensive community health programs and services.

SCOPE

The Northwest Territories Health and Social Services Authority (NTHSSA) administers all public health, homecare, regional nutrition, health promotion and general physician services throughout Yellowknife, Dettah and N'Dilo, as well as all regional health and social services delivered in Fort Resolution and Lutsel'Ke. The NTHSSA provides and supports the delivery of community based health care services to adults and children in order to enhance the wellbeing of communities through excellence, accountability and respect for regional diversity.

This position is the first line of contact for all Home Care inquiries regarding service delivery and programs. Home Care staff are out in community i.e. home visits 80% of the day; therefore this position is solely responsible for managing and coordinating all requests such as client concerns, staff requests, prioritizing calls, contacting staff in the community (homes, school, boarding homes, hotels etc.), and responding appropriately in a timely manner, with the constantly changing environment. The incumbent triages approximately 150 phone calls and client requests per day; and distributes several thousand documents (letters, reports, schedules, faxes, and forms) per year.

This position performs duties that support the ongoing day-to-day operations of Home Care.

The Department is comprised of a multidisciplinary team of nurses, home support workers, occupational therapist and physiotherapist, medical social worker, community mental health nurse and community dietitian. This position provides support to 36 staff as directed by the Manager, Home Care.

The incumbent assists the manager to oversee budgetary issues, ordering and distribution of medical supplies and equipment. This person is expected to oversee the day to day functioning of the unit with the Manager, Home Care and/or designate as required. This person works independently within established territorial and NTHSSA policies and procedures and is called upon to make clerical and administrative decisions within their scope of practice.

RESPONSIBILITIES

1. Facilities information flow within the board, and the community, in order to enable the timely and effective response of programs and/or employees to client and community needs, and to ensure confidentiality of information within the context of board policy and practices.

- Triage phone calls for service delivery i.e. clients, physicians, nursing units at Stanton Territorial
- Health Authority and other community agencies.
- Admits new referrals and verifies demographic information in the computerized client information system (Health Suite) and discharges all clients when no further services are required. Discharges, Archives and maintains client charts as required
- Word processes, proofreads, prepares, collates, organizes, copies and prints documents, correspondence, tables and graphics, reports, newsletters, pamphlets, minutes, and conference/workshop materials. Organizes, schedules and attends meetings/committees
- Completes data entry to program directories and client information system, and acts as an Expert User (Health Suite Administrator) and providing training to staff(computer access, software applications)
- Provides computer support and advice to colleagues regarding network and client information programs.
- Receives deliveries, phones calls, visitors/clients, faxes, electronic or regular mail, determines what is required and direct/transfers to the appropriate staff member.

2. Provides administrative support to assigned programs in order to facilitate and expedite program activities and staff functions.

- Attends Home Support Workers' am huddle and makes changes to the daily client schedule as required
- Maintains home support workers, nursing, MSW, CMHN, Dietician and OT/PT schedules
- Coordinates / maintains the Meals on Wheels program
- Prepares and collects statistical data for all Home Care programs and service providers monthly

- Ensures all staff leave and attendance are maintained.
- Ensures all medical, office equipment, as well as vehicles are maintained and serviced.
- Establishes and modifies current filing systems as required.
- Ensures that all fees for client services are received appropriately, and forwards reconciled cash balances to the finance department
- Acts as floor warden as part of the Fire and Safety Plan for NTHSSA.

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

The incumbent is expected to work at a computer for prolonged periods and simultaneously speak on the phone and make appointments. Predisposes to eyestrain, and muscle and joint problems. The incumbent is able to take breaks from sitting to rest, and change activity when desired to meet other work requirements.

Environmental Conditions

As part of their workday, the Unit Clerk may be exposed to communicable diseases (such as TB, whooping cough, influenza, head lice, etc.) blood and body fluids, hazardous materials that can result in potential health risks to the incumbent. Clients visit the Home Care office daily for appointments; the incumbent prepares all contaminated materials for shipping and disposal i.e. syringes, dressing trays, instruments.

Sensory Demands

No unusual sensory demands.

Mental Demands

This position spends their day triaging crises and responding to stressful situations. The environment is dynamic and constantly changing, resulting in continually re-evaluating and shifting priorities. The staff member is expected to remain calm, controlled and professional, regardless of the situation and to demonstrate care and compassion to the client, family and other member of the health team.

In addition, within the health profession there is significant lack of control over the work pace, with frequent interruptions that may lead to mental fatigue or stress. The incumbent is situated in the middle of a large open area with high traffic area. (17 staff members share one open office.)

The incumbent is exposed to potentially violent clients and /or family members, who are under the effects of alcohol or drugs, are mentally ill or homeless. At times the emotional state of family members brings uncertainty in knowing what to expect while at work. As a result,

there is legitimate concern about one's own safety risk of assault and unknown and unpredictable situations

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to operate a desktop computer in order to maintain a client database system, send and receive electronic mail, perform word processing, access information over the internet, and develop spreadsheets or graphics documents.
- Ability to speak read and write English effectively.
- Ability to be self-directed, meet deadlines, prioritize own workload and (multi-task) manage several tasks at once.
- Ability to problem solve independently.
- Knowledge of standard office practices, communication formats, is essential.
- Knowledge of and ability to work with multi filing systems.
- Ability to deal pleasantly and effectively with people of different ages and cultures, in potentially confrontational, aggressive, volatile, and emotionally charged situations, in order to deal appropriately with visitors, callers and clients
- Ability to deal effectively with stress and conflict within the workplace involving clients and staff.
- Ability to effectively time manage, multi-task, organize and prioritize own workload and prioritize decisions on the urgency of requests during the absence of the supervisor.
- 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.

Typically, the above qualifications would be attained by:

The foregoing skills would most commonly be acquired through completion of a one year, post-secondary secretarial course(s), and various computer courses in word processing, publishing, spreadsheet, and e-mail, and 2 years recent experience in a high stress, service-oriented, office environment.

ADDITIONAL REQUIREMENTS

Yellowknife Regional Requirements

Must have completed a satisfactory criminal record check.

Within the Yellowknife Region, the Unit Clerk must be able to acquire within a reasonable time frame and remain current with the following training and/or certifications:

- Non-Violent Crisis Intervention
- Internet and email applications
- Fire Plan for NTHSSA
- Certification in basic CPR
- Certification in WHMIS
- ORCS/ ARCS courses

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