



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Operations Technician	
Position Number(s)	Community	Division/Region(s)
87-8429	Fort Good Hope	Community Health Centre Operations/Sahtu

## PURPOSE OF THE POSITION

To ensure the Health Centre is a clean, safe and secure environment, while providing, monitoring and evaluating routine building equipment, vehicle maintenance and compliance with infection control practices. To carry out diagnostic imaging tests under the direction of the Clinical Staff. To respond to Life Support emergencies by providing Cardiopulmonary Resuscitation (CPR) when directed to. To provide general support services, such as transportation and interpretation to the Health and Social Services Centre's Clinical Staff and clients. The incumbent is a valued member of the Health & Social Services Team, who contributes daily to the smooth running of the Health and Social Service Centre.

## SCOPE

The NTHSSA Administers all regional health and social services delivered to 4 community Health Centers and 1 Community Health Station in the Sahtu Region. The NTHSSA provides and supports the delivery of health care services to adults and children on an outpatient & outreach basis in order to enhance healthy communities' well-being through excellence, accountability and respect for regional diversity.

Located within the Fort Good Hope Health Centre and reporting directly to the Nurse-In-Charge (NIC) this position is responsible for the day-to-day operational maintenance and safety of the Health and Social Services Centre. The incumbent is responsible for first level safety and security at the Centre. The incumbent provides and/or arranges for routine building, equipment, and vehicle maintenance; provides interpretation, transportation, and general assistance to the Nurse in Charge and other members of the Primary Community Care team. The incumbent provides custodial services as required to ensure all legislated Infection

Control and Occupational Health & Safety standards are met. He or she provides CPR when called upon to do so by Clinical Staff. In addition, the incumbent is the individual primarily responsible for care, maintenance and operation of all X-Ray equipment, including X-Ray machines, positioning hardware, developing equipment and chemicals. The position has a direct impact on the public's perception of the Health and Social Services Centre's safety and professionalism

## **RESPONSIBILITIES**

### **1. Perform general maintenance and custodial functions by:**

- Collecting and disposing of all garbage and waste materials in a safe manner;
- Preparing all Hazardous Waste Materials for transport under the direction of the Environmental Health Officer
- In consultation with the Nurse in Charge, preparing, implementing and monitoring a schedule for the Preventive Maintenance of all Clinical and Service equipment at the Centre;
- In cooperation with all personnel, preparing, implementing and monitoring a schedule for major Custodial tasks, such as window washing, wall washing, flooring stripping/waxing and other cleaning;
- Inspecting the Centre on a daily basis to ensure the safety and functionality of all electrical equipment: replacing fuses, light-bulbs or fluorescent tubes as required; inspecting power cords and extension cords for safety, and arranging for repair or replacement as necessary;
- Keeping storage rooms and traffic areas clean, and free of obstacles; disposing of surplus or dangerous items according to written policy
- Inspecting and maintaining tools and maintenance supplies in an orderly manner;
- Keeping all exit doors well maintained and free of obstacles, snow, etc. to ensure unimpeded egress in case of emergency;
- Ensuring snow and ice are cleared from all stairs and boardwalks;
- Ensuring grounds are kept neat and free from fall risks and other obstacles;
- Taking instruction and direction from visiting maintenance personnel, and/or WCB inspectors;
- Replacing empty oxygen cylinders with full ones to ensure a supply is available at all times, while ensuring that tanks (full or empty) are handled and stored safely

### **2. Perform first level safety and security duties by:**

- Remaining alert to patient and staff safety;
- Checking for fire, fire hazards, illegal entries, tampering, and malfunctioning equipment;
- Promoting and maintaining surveillance of fire and safety protection to ensure readiness of people and equipment to deal with hazardous situations
- Disseminating information (directives, bulletins) relating to fire and safety;
- Liaising with fire chief etc., and participating in planning for mutual assistance in emergency or disaster situations.

- Keeping the Fire Exit plan clearly visible and ensuring all staff, including visiting or casual staff, are aware of it;
  - Ensuring that Fire Extinguishers and hoses are serviced in accordance with regulations
  - Participating in Occupational Health & Safety activities;
  - Ensuring that Emergency Lights are functional, and ensuring that lights and equipment are turned on or off as appropriate;
  - Being alert to escalating aggressive behaviour of clients and visitors, and being prepared to intervene non-violently, or contact Law Enforcement personnel as indicated;
  - Ensuring that CPR competence is up to date, and participating in life saving interventions when directed to by clinical staff.
  - Reporting all safety concerns to the Nurse in Charge and the Occupational Health & Safety Committee;
  - Being willing to participate in ongoing training in Occupational Health & Safety, including Fire Prevention and Management, Handling of Dangerous Goods, WHMIS, and Non-violent Crisis Intervention
- 3. Perform Materials Management functions to provide shipping/receiving and inventory control services; ensure appropriate and safe storage of supplies by:**
- Preparing, and transferring shipments for transportation by air, land and sea;
  - Receiving shipments and reconciling goods with Bills of Lading and Packing Lists
  - Checking goods for possible damage occurring in transit;
  - Ensuring that a current Material Safety Data Sheet (MSDS) is easily available for all potentially hazardous chemicals and substances received and/or kept at the Centre
  - Notifying Nurse in Charge of damaged or missing items, and initiating the claims procedure;
  - Monitoring the on-hand inventory of all non-clinical supplies, and advising Nurse in Charge when stocks are low.
- 4. Operate and maintain a vehicle to provide transportation services for the Health and Social Services Centre (when applicable) by:**
- Providing transportation in an automatic or standard transmission vehicle for Centre personnel, visitors, and/or Clients at the direction of the Nurse in Charge;
  - Utilizing the vehicle to pick up or deliver mail, equipment, medical specimens and supplies as required;
  - Preparing, implementing and monitoring a schedule for regular Preventive vehicle maintenance.
  - Maintaining the vehicle on a day to day basis - i.e. ensuring that the interior/exterior is clean, performing minor repairs;
  - Ensuring the vehicle is fuelled, and keeping the vehicle log up to date.
  - Providing information for vehicle reports
- 5. Perform Diagnostic Imaging Procedures as directed, and maintain equipment by:**
- Competently taking X-Rays when requested by the Nurse in Charge, Community Health Nurses, or Physicians;

- Developing X-Rays to maximize contrast and readability;
- Maintaining and filing records of x-rays, and keeping the log up to date;
- Preparing and implementing a schedule for preventive maintenance of the X-Ray machine,
- Ensuring the proper handling, mixing, storage, and disposal of all X-Ray chemicals and waste film
- Monitoring the on-hand inventory of all X-Ray supplies, and advising the Nurse in Charge when stocks are low.
- In consultation with Professional Staff and for Contractors, preparing and implementing a system of Quality Assurance/Improvement in Diagnostic Imaging Services
- Being proactive in monitoring trends in X-Ray technique, and seeking ongoing skills development to ensure excellence in practice.

**6. Perform other related duties as required, under the direction of the Nurse in Charge.**

- May be call upon to travel to another community to provide assistance with operations of another health center, orientate and provide knowledge/expertise in a particular field.

**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**

Bending, reaching, standing, walking, lifting and moving heavy objects and patients

Long periods of time standing may be required

Time spent reading shipping and safety documents

Time spent at a computer researching safety and diagnostic imaging

Janitorial duties such as vacuuming, washing windows, walls and light fixtures, and occasionally moving furniture can lead to physical fatigue

(Daily - 3 hours – Moderate)

**Environmental Conditions**

Exposure to hazardous goods, toxic chemicals, and equipment

Possible exposure to infectious disease

Involved in handling cleaning supplies and hazardous goods (i.e. toxic fumes, sharps), as well as working with electrical and mechanical equipment

(Daily - 15-30 minutes – Moderate)

Cold working conditions

Time spent clearing pathways, stairs, and disposing of garbage may be during extreme weather conditions

(Daily x 6 months - 30 minutes – Moderate)

### **Sensory Demands**

Required to competently operate a motor vehicle

Required to operate specialized equipment to very exacting tolerances

Exposure to the fumes of cleaning supplies used to carry out general janitorial duties

Exposure to hazardous and/or toxic chemicals, substances, and drugs

(Daily - 1 hour – Moderate)

### **Mental Demands**

Inconsistent supervision/supervisor

Working areas in which ill or injured patients are admitted can be stressful (i.e. managing spills of blood fluids or hazardous chemicals)

Stress can result from direct exposure to death and serious injuries

Exposure to other people who are under stress, and may behave in a rude or aggressive manner can be very emotionally taxing.

High staff turnover of health care professionals, including the Nurse-in-Charge, can lead to mental fatigue

(Daily - 15 min + - Moderate)

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

- Current CPR/AED and First Aid Certification
- X-Ray training
- WHMIS training
- Transportation of Dangerous Goods training
- Mechanical or carpentry experience
- Possess a valid driver's license to operate a vehicle
- Mature, responsible, dependable, independent
- Ability to maintain strict confidentiality
- Have an interest in the community and be willing to help
- Capable of lifting items weighing up to approximately 50 lbs.
- Knowledge of local indigenous languages is an asset
- Able to understand, speak, read and write fluent English

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

The above skills are usually attained with the completion of Grade 12 and at least 1- year basic janitorial, mechanical or carpentry experience and the appropriate training programs. Experience in a Health Care Facility is preferred.

## **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