



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Relief Unit Clerk - Emergency	
Position Number(s)	Community	Division/Region(s)
17-12206	Yellowknife	Critical Care Services/Stanton

PURPOSE OF THE POSITION

The Relief Unit Clerk - Emergency is a member of the health care team that provides medical, administrative, and clerical support to the multi-disciplinary team. As the first line contact to the day to day activities of the unit the incumbent acts as gatekeeper/coordinator of the information and activities.

SCOPE

The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of Hay River and Tłıchǫ regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-aboriginals. Health and social services includes the full range of primary, secondary and tertiary health services and social services including family services, protection services, care placements, mental health, addictions, and developmental activities, delivered by more than 1,400 health and social services staff.

While the Tłıchǫ Community Services Agency (TCSA) will operate under a separate board and Hay River Health and Social Services Agency (HRHSSA) will in the interim, the NTHSSA will set clinical standards, procedures, guidelines and monitoring for the entire Northwest Territories. Service Agreements will be established with these boards to identify performance requirements and adherence to clinical standards, procedures, guidelines and policies as established by the NTHSSA.

Under the direction of the Minister of Health and Social Services, the NTHSSA is established to move toward one integrated delivery system as part of the government's transformation strategy.

This position is located at Stanton Territorial Hospital, which is an accredited facility in Yellowknife, and the referral centre for 40,000 regional residents of the Western Arctic. Health care services are provided to adults and children on an inpatient/outpatient basis. Unit clerks provide the medical, administrative and the clerical support to the multi-disciplinary team.

The relief unit clerk in collaboration with other health care professionals, para-professionals and others will facilitate the process for the delivery of client care. The incumbent is responsible to coordinate and implement activities related to the unit of their Manager, registered nurses and certified nursing assistants.

RESPONSIBILITIES

- 1. Under the supervision of a Registered Nurse, processes physicians' orders accurately and completely in a timely fashion to facilitate the prompt admission, diagnosis, treatment and discharge process.**
 - Communicates physicians' orders to the appropriate professionals/paraprofessionals through accepted methods.
 - Coordinates the bookings of procedures/appointments as directed.
 - Collaborates with the Patient Referral Department to coordinate client discharge plans.
 - Keeps nursing staff informed of changes in the client's plan of care.
- 2. Provides clerical and administrative support in order to coordinate the day-to-day activities of the unit.**
 - Orders and retrieves supplies for the unit.
 - Responds to/directs phone calls as required.
 - Delivers/retrieves items such as: mail, specimens, patient records etc.
 - Porters patients to appointments, tests and procedures and remains in attendance when his/her assistance/support is required.
 - Prepares and maintains accurate records such as: census record, admission book and the client record.
 - Coordinates client conferences and other activities to facilitate the active management and discharge planning process.
 - In collaboration with the nursing staff and the manager, schedules casual nurses and other staff to work as required.

3. As the first line contact for the daily activities of the unit the incumbent establishes and maintains effective communications and relationships with all members of the health care team, support staff, clients, visitors and others.

- Demonstrates excellent customer service techniques when dealing with clients in person or through any other means of communication.
- Coordinates and may participate in initiatives which will facilitate the admission/discharge planning process. e.g. case conferences, consultations to outside agencies etc.
- Assists new employees with understanding and becoming familiar with unit/hospital activities and protocols.
- Uses the communication book and other communication tools to keep unit employees abreast of current issues.

WORKING CONDITIONS

Physical Demands

The relief unit clerk is required to sit, bend, lift, carry, push, pull, and stretch throughout their working day. The frequency varies from moderate to high, pending the workload and acuity of the unit. This will lead to neck, back or arm strain or injury.

The majority of the incumbent's routine is spent transcribing orders, communicating with other agencies via phone, computer or fax machine. These activities put the incumbent in jeopardy for back and muscle strain or injuries.

Environmental Conditions

The relief unit clerk works in a hospital environment. The incumbent is at risk for infectious diseases, as a result of exposure to patients and body fluids.

The incumbent is exposed to a noisy environment including patients/clients who are upset/distraught, noisy equipment and crying children.

Work is frequently interrupted by telephone calls, staff, visitors and patients. Competing demands require the incumbent to continually reprioritize their work.

Sensory Demands

The incumbent is required to be focused and acutely aware of all the activities on their unit as they are the first line of contact for all who access the unit. As a gatekeeper, the demands and expectations are usually moderate to high in intensity and frequency. The senses of hearing, watching, touching and focused listening are extremely important in order for the Relief Unit Clerk to effectively communicate with others.

The frequency, duration, and intensity will increase as the workload and acuity increases.

Mental Demands

The environment is dynamic and constantly changing, therefore the incumbent has limited control over the workload and demands of the job.

The incumbent deals directly with all members of the multi-disciplinary team; and other clients who are demanding, upset, distraught on a daily basis.

High turnover rates of staff and physicians place additional demands on the Relief Unit Clerk.

Fluctuating workloads demand excellent organizational skills and an ability to spontaneously respond to changing priorities.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge and ability to communicate effectively
- Knowledge of trans-cultural environment
- Effective interpersonal skills
- Knowledge and ability to use medical terminology
- Strong organizational skills
- Ability to effectively respond to fluctuating workloads and demands
- Working knowledge of computers, word processing

Typically, the above qualifications would be attained by:

The successful completion of Grade Twelve, a medical terminology course, plus two years related 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 if applicable)

- ☐ French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

READING COMPREHENSION:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

WRITING SKILLS:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

- ☐ French preferred

Aboriginal language: To choose a language, click [here](#).

☐ Required

☐ Preferred