



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Unit Clerk	
Position Number	Community	Division/Region
17-4082	Yellowknife	Medicine and Surgery / Stanton

PURPOSE OF THE POSITION

The Unit Clerk is a member of the health care team and provides clinical, administrative and clerical support to the surgery unit. As the first line of contact to the day to day activities of the unit, the Unit Clerk acts as a gatekeeper and coordinator of the information and activities required for the efficient operation of the unit. The Unit Clerk also liaises with external resources as required.

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.

Stanton Territorial Hospital is a referral centre for the approximately 43,000 residents of the North West Territories and approximately 6000 residents of the Kitikmeot Region, Nunavut (NU). Stanton delivers the territorial Renal Care program for the NWT. Outpatient Care manages the largest dialysis unit, providing dialysis to up to 16 patients, with a planned program expansion to 24 patients in 2017-18. Medical Day Care provides the majority of endoscopies for the NWT, with 1692 endoscopies completed in 2016/17; as well as the only chemotherapy program for the NWT, serving 181 patients in 2016/17. The cancer care program provides centralized care coordination for NWT and Kitikmeot Cancer patients.

Located in Yellowknife, the Unit Clerk reports directly to the Manager Medicine, Surgery and works in collaboration with other health care professionals, such as the Clinical Coordinator, Registered Nurses and other nursing staff to facilitate the process for the delivery of patient care by providing clinical, clerical and administrative support to the team.

The Unit Clerk is responsible to coordinate and implement activities related to the administrative functioning of their respective unit: this requires the incumbent to be non-judgmental with patients; assertive and problem-solving oriented with staff, and to demonstrate initiative within the scope of their role. The majority of the Unit Clerk's routine is spent on the computer, utilizing fax, telephone and email to obtain and/or disseminate information internally and to other agencies as required. The Unit Clerk 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. Fluctuating workloads demand excellent organizational skills, flexibility and an ability to spontaneously respond to changing priorities. The Unit Clerk needs to remain calm in a pressured situation and needs to be at times flexible with their role.

RESPONSIBILITIES

1. Facilitates the effective and timely coordination of patient admission, management and communication of patient information, and transitional care (between units; and/or to community).

- Demonstrates principles of patient and family centered care in their work to support patient care and in their interaction with patients.
- Coordinates the bookings of procedures and appointments as directed.
- Transcribes doctor's orders, as directed, in an accurate and timely manner.
- Collaborates with the Transitional Care Planning Team to coordinate patient discharge plans.
- Collaborates with the Nursing staff to assist with admissions, discharges and transfers, as required.
- Keeps nursing staff informed of changes in the patient's plan of care, unit admissions and discharges.

2. Provides clerical and administrative support in order to coordinate the day-to-day activities of the Unit.

- Responds to and directs phone calls and unit visitors as required.
- In collaboration with the Nursing staff, assembles and dismantles patient's charts and when this task is performed only by the Unit Clerk, informs the Nursing staff of all discrepancies in the chart which the Nursing staff will need to address.
- Orders, processes and stocks supplies for the unit.
- Delivers/retrieves items such as: mail, specimens, patient records etc.
- Prepares and maintains accurate records such as census record, admissions and discharges, patient records and complies unit statistics as required.
- Coordinates patient conferences and other activities to facilitate the active management and discharge planning process as required.
- Updates the Emergency Fan-Out list on a monthly basis and distributes the list accordingly.
- Ensures that locum employees have the required technological tools and access in order to perform their jobs well.
- Where applicable, ensures that Discharge Summaries become part of the chart and are forwarded where appropriate, in a timely manner.
- Under the direction of nursing staff, ensures that the equipment on the Unit is maintained and repaired when required, and troubleshoots when problems arise.
- Collaborates with the Nursing Staff to see that the admission process is followed on all admissions and transfers.
- Requests the services of the maintenance department when required.

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

- Demonstrates patient and family centered care principles, and excellent customer service techniques when dealing with patients, other employees, families and visitors.
- Coordinates the administrative components of the admission, discharge planning process and follow-up; e.g. assembling packages for medevac, making appointments and ensuring that all of the required documentation is sent for follow-up appointments and referrals, etc.
- Orients new employees including relief unit clerks and nursing students to become familiar with unit and hospital administrative activities and protocols.
- Uses the communication book and other communication tools to keep unit employees abreast of current Issues.
- Performs other duties as required, either alone or in collaboration with Nursing Staff, which contribute to the smooth administrative operations of the unit.

WORKING CONDITIONS

Physical Demands

The Unit Clerk is required to sit, bend, lift, carry, walk and stretch throughout their working day, and at times needs to concentrate in a stressful and busy environment.

Environmental Conditions

The Unit Clerk works in a hospital environment, and is exposed to infectious diseases and bodily fluids as a result of patient interactions. The environment may also be noisy.

Sensory Demands

No unusual demands.

Mental Demands

The environment is fast paced, dynamic and constantly changing; work is frequently interrupted by telephone calls, staff, visitors and patients. The Unit Clerk has limited control over the workload, and competing demands require the incumbent to continually reprioritize their work.

The Unit Clerk deals directly with all members of the multi-disciplinary team and patients who at times may be demanding, upset and distraught. The incumbent will be expected to work with the cultural differences and the expectations of patients, co-workers, and other health care providers. There is substantial pressure on the incumbent to keep up with the workflow, and remember all of the details that are essential for patient care delivery.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of medical terminology.
- Computer skills.
- Ability to maintain / upkeep a filing system for patient records.
- Skilled in human relations, as the incumbent will be required to communicate important and often technical or complicated health information to many people from all walks of life and of different cultures every day.
- Skilled in customer service techniques when dealing with clients in person or through any other means of communication while maintaining client privacy and confidentiality.
- Ability to multi-task; answer phones, receive patients, prepare files and keep a mental log of information necessary for care delivery.
- Ability to coordinate and implement activities related to the administrative functioning of their respective unit.
- Organizational skills, flexibility and an ability to spontaneously respond to changing priorities.
- Ability to remain focused and acutely aware of all the activities on their Unit.

Typically, the above qualifications would be attained by:

Grade 12 - Secondary School Diploma, a medical terminology course, and one (1) year of experience.

ADDITIONAL REQUIREMENTS

Proof of immunization in keeping with current public health practices is required.

Stanton Territorial Hospital Requirements

The Unit Clerk must be able to acquire within a reasonable time frame, and maintain current, the following minimum mandatory hospital certifications which may change from time to time:

- Immunization
- Cardiopulmonary Resuscitation (CPR)
- Emergency Response
- Fire Training
- Fit Testing
- Infection Control
- Non-Violent Crisis Intervention
- Privacy and Confidentiality
- Social Media
- Workplace Bullying/Respectful Workplace
- Workplace Hazardous Materials Information System (WHMIS)

Additional certifications may be determined by their Unit Manager.

Position Security

- ☐ 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

Indigenous language: Select language

- ☐ Required
- ☐ Preferred