



Tłı̨chǫ Community Services Agency  
 Dǫ Nāke Lani Nāts'etso • Strong Like Two People

## IDENTIFICATION

Department	Position Title	
Tłı̨chǫ Community Services Agency	Relief Emergency Medical Responder	
Position Number(s)	Community	Division/Region(s)
27-12079	Behchokǫ, NT	Health & Social Program/ Tlı̨chǫ

## PURPOSE OF THE POSITION

The Emergency Medical Responder is responsible for providing initial response to emergent situations within Behchoko corporate limits of the Tlı̨chǫ region. This coverage applies to NWT highway 3. The EMR is responsible for providing on scene emergency medical treatment and ground transportation to the appropriate facility in Behchoko or Yellowknife.

## SCOPE

The scope of the Tlı̨chǫ Community Services Agency is to manage the delivery of a range of integrated public GNWT and First Nations health, wellness and education programs and services for the Tlı̨chǫ communities of Behchoko, Gameti, Wekweeti and Whati. Established in 2005 as part of the Tlı̨chǫ Agreement, the Agency is designed to be an interim GNWT organization through which the Tlı̨chǫ Government will eventually exercise their treaty rights for self-government. The Agency serves approximately 3,000 people, employs 230 staff and has an annual budget approximately of 30 million dollars. Programs and services include K-12 education, health and wellness, child and family services, mental health and addictions, continuing care and independent living.

The Tlı̨chǫ Community Services Agency vision “Strong Like Two People” is a metaphor for the desire by community leadership to build an organization, and create programs and services, that recognize the strength and importance of two cultures. Local Tlı̨chǫ and non-Tlı̨chǫ knowledge have complementary strengths, which together can achieve solutions to contemporary problems which neither could alone.

Located in Behchoko, and reporting to the Coordinator, Health Operations/EMR Team Lead, the incumbent provides initial emergency medical response services for the communities within Behchoko corporate limits of the Tlicho region. Services are extended to the coverage of highway #3 from Fort Providence to Boundary Creek year around; a total of approximately 230 km. During the winter road season, service coverage also extends from highway #3 access to the Whati winter road to Marian Lake village, a total of approximately 33 km. The incumbents decisions and recommendations impacts patients directly, but also impacts health professionals, on a daily basis. The services are provided within the guidelines and procedures of the Tlicho Community Services Agency, the Government of the NWT (GNWT) and guidelines surrounding the Certification of an Emergency Medical Responder.

The incumbent is a support team member to all health centre staff and also provides public safety and health promotion seminars to residents of the Tlicho region as requested. The incumbent is required to work on a rotational schedule and to be on call giving 24 hour coverage.

## **RESPONSIBILITIES**

### **1. Provide initial emergency medical response and assistance on scene and provide ground transportation to the nearest health centre/hospital.**

- Assesses the scene and triages clients to determine the appropriate course of action to ensure safe delivery of emergent medical treatment.
- Provides any necessary emergency treatment within the incumbent's scope of practice.
- Performs advanced First Aid and/or CPR if required.
- Applies, as required, immobilizing equipment such as cervical collars, spine boards, splints, etc. and prepares patient(s) for transportation.
- Directly monitors patient(s) on route, and provides appropriate emergency medical care as required such as airway management using appropriate equipment, administer oxygen as determined, basic methods of handling obstetrical emergencies, monitor patient vital signs, etc.
- Gathers and documents pertinent patient information including personal data, event causes, medical history, immediate medical condition, vital signs, methods of care rendered, etc. and directly communicate findings to receiving health care professionals.
- Contacts personnel at the appropriate facility regarding patient(s) status and estimated time of arrival to health centre or hospital.
- Documents pertinent information onto the patient care report for reference and audit.
- Holds in confidence all personal and medical information gained through employment.
- Operates emergency vehicle in a manner that ensures safety for all passengers in the vehicle as per the guidelines of the Tlicho Community Services Agency and the GNWT motor vehicles branch.

### **2. Deliver public safety education programs and health promotion activities to residents of the Tlicho region.**

- Prepares program material such as but not limited to snow mobile safety, influenza prevention, BP clinics, etc. for delivery to groups or as handouts to walk in clients.
  - Participates in discussions with community members as to pertinent programs to be delivered.
  - Works with community schools to promote and educate students about safe, responsible, and healthy lifestyles from a wellness perspective.
  - Maintains files and records on programs delivered
- 3. Perform minor maintenance and repairs to the emergency vehicle and to related equipment.**
- Daily inspection of the emergency vehicle and equipment on commencement of shift.
  - Inspects, cleans and restores all equipment and the emergency vehicle after use.
  - Inventory's all emergency and trauma bags in health centre.
  - Checks all medical gas tanks on a weekly basis and as needed.
- 4. Perform other related duties to assist with the delivery of health and social programs in the Tlicho Region:**
- Performs triage function for the health centre as required.
  - Performs general office duties such as answer telephones, files, responds to general correspondence, photocopying, faxing regarding safety issues and medical emergencies.
  - May participate in health centre morning report.
  - Maintains monthly statistics of medical emergencies.
  - Participates in meetings, committees and training sessions as required.
  - Makes recommendations to the Manager, Ambulance Services to improve procedures, services, etc.
  - Picks up and delivers patients as required.
  - Assists nurses and allied health staff as required.
  - Assists in training/orientation of new emergency medical responder employees.
  - Orientates nursing and allied health staff to emergency services, policies and procedures.
  - Assists in the disposal of hazardous waste materials as per GNWT guidelines.
  - May assist in the delivery of first-aid and CPR courses
  - When adequately trained, may perform additional skills such as administering EKG's, Chest X-rays, and assist with casting.
  - With certification, may be required to perform phlebotomy.

## **WORKING CONDITIONS**

### **Physical Demands**

Lifting of patients up and down stairs and in out of the ambulance while standing and bending in awkward positions will be required as a normal part of the incumbents duties. Patients vary in weight but average between 180 and 250 pounds.

## **Environmental Conditions**

Work may be performed in extreme temperatures and elements (rain, wind, snow) especially where accidents occur far from major access routes. Due to the nature of dealing with sick patients directly, there is some exposure to illness and severe trauma patients can further expose the incumbent to communicable diseases, contaminated blood and bodily fluids increasing the intensity of the exposure significantly.

## **Sensory Demands**

The incumbent will be required to use the combined senses of touch, sight, smell and hearing during triage, assessment and continuous observation of patients while in the ambulance. Triage is a critical function requiring the incumbent to make sound assessments not only on what they are being told by the patient but also based on what they see hear or sense from the patient.

## **Mental Demands**

Work is mentally stressful because of its complexity and the need to communicate effectively and quickly with the public and health professionals who may be anxious in emergency situations. Incumbents receive verbal/physical abuse, therefore patience, tact, and sound judgement are required as well as use of non-violent crisis intervention techniques. More than 35% of the emergency situations the incumbent deals with are alcohol related and the incumbent regularly enters peoples homes without knowing exactly what they will encounter. Incumbents also deal with cultural differences and language barriers which can be frustrating. An added pressure is the quick decision making required in an emergency situation. Incumbent may also be exposed to emotionally disturbing situations such as disturbing domestic situations, death, and severely injured patients.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of medical terminology, basic biological, physical and behavioural science in order to interpret and prioritize findings when performing patient care and assessments.
- Knowledge of non-violent crisis intervention techniques to deal with irate and violent clients.
- Proven problem solving skills to determine the appropriate intervention.
- Proven communication and interpersonal skills to deal with a variety of patients and deliver information sessions to the community in a manner that is understood by all.
- Proven organization, time management skills.
- Ability to operate a desktop computer and software to process patient information and records.
- 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.
- Self-Control (Restrains Strong Emotions) – An ability to control strong emotions such as anger, frustration, fear and/or stress.
- Flexibility (Adapts Normal Procedures) – An ability to alter normal procedures or ways of working to fit a specific situation in order to get the job done.

- Analytical Thinking (Breaks Down Problems) – An ability to break problems into simple lists of tasks or activities.
- Listening, Understanding and Responding (Listens Responsively) – An ability to demonstrate objective and active listening and behave in a helpful and responsive manner (this includes being able to see out the facts and pertinent information before drawing conclusions).
- Client Service Orientation (Follows Up) – An ability to follow through on client/patient inquiries and request. This includes keeping the client/patient up to date on status.
- Teamwork & Cooperation (Cooperates) – An ability to participate in groups willingly and support team decisions (i.e. is a “good team player”).

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

- A high school diploma
- Completion of Emergency Responders Course from a recognized Provincial/Territorial Regulatory Body is required
- The incumbent must have a valid class four driver’s license and be able to complete a satisfactory criminal records check.
- Health Care Provider CPR must be obtained within the first 6 months of hire
- Ability to speak and understand Tlicho would be an asset.
- The incumbent should be in good physical condition to perform the required transformational and physical duties of an EMR.

**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