



Tłıchǫ Community Services Agency
 Dł Nake Lani Nats'etso • Strong Like Two People

IDENTIFICATION

Department	Position Title	
Tłıchǫ Community Services Agency	Relief Clerk Interpreter	
Position Number	Community	Division/Region
27-15768	Whatı	Health and Social Program / Tłıchǫ

PURPOSE OF THE POSITION

The Relief Clerk Interpreter provides clerical, secretarial and Tłıchǫ/English interpreter services in support of the Health and Social Services program in the Tłıchǫ Region. The Clerk/Interpreter provides interpretation and translation service to facilitate dialogue between the staff and indigenous clients of the program. This is done in accordance with generally accepted office and business communication practices, Health and Social Services administrative procedures, and the principles of Tłıchǫ and English language usage.

SCOPE

The scope of the Tłıchǫ Community Services Agency (TCSA) is to manage the delivery of a range of integrated public GNWT and First Nations health, wellness and education programs and services for the NWT Tłıchǫ Communities of Behchokł, amètı, Wekweètı, and Whatı. Established in 2005 as part of the Tłıchǫ Agreement, the Agency is designed to be an interim GNWT organization through which the Tłıchǫ overnment will eventually exercise their treaty rights for self-government. The agency serves approximately 3,000 people, employs 230 staff and has an annual budget in excess of 30 million dollars. Programs and services include early childhood education, K-12 education, health and wellness, child and family services, mental health and addictions, and continuing care and independent living.

The Tłıchǫ 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 Tłıchǫ and non- Tłıchǫ knowledge have complementary strengths which together can achieve solutions to contemporary problems which neither could alone. The failure to integrate local knowledge

represents a waste of expertise, and a loss of critical information that may lead to inappropriate or even destructive interventions and strategies.

The TCSA administers all regional health and social services delivered to a population of approximately 3,000 residents of the Tłıchǫ region through 3 Community Health Centers and 1 Community Health Station, and for the residents of the Jimmy Erasmus Seniors Home. The TCSA provides and supports the delivery of health care services to adults and children on an outpatient and outreach basis in order to enhance healthy communities' well-being through excellence, accountability and respect for regional diversity.

Located within the Whatı Health Center and reporting directly to the Nurse-in-Charge (NIC), the Relief Clerk Interpreter is responsible for providing clerical, secretarial and interpreter services on behalf of the clients and staff. Approximately 30 client/professional situations per week require interpreter services. On occasion, the incumbent may receive verbal abuse (and on rare occasions is at risk for physical abuse); therefore use of nonviolent crisis intervention techniques is required and the incumbent is expected to remain calm, controlled and professional regardless of all situations. In addition to interpreting for clinical case managers, the incumbent will be required to interpret for visiting physicians and specialists, homecare staff, and other healthcare providers as required.

Electronic Medical Records (EMR) has become the primary platform for medical record management within the NWT. Duties include but are not limited to client scheduling and assignment, client identification, client document management, updating demographic and medical information, encounter documentation and inter-professional communication. Prior to utilizing the EMR, the incumbent is required to complete the mandatory *Health Information Act* (HIA) Privacy training.

This position requires commitment to an ethic of client service. The clerical, secretarial and interpreter services delivered by the incumbent directly impact the ability of Tłıchǫ citizens to efficiently access and benefit from medical and after-care services. Failure by the incumbent to deliver these services efficiently will reduce and delay access to needed medical procedures and after-care services for Tłıchǫ patients and cause avoidable costs to the health care system.

RESPONSIBILITIES

1. Prepare written materials for the Health Services program staff (e.g., memos, proposals, procedures), in accordance with generally accepted office communication principles and TCSA policies and procedures, in order to provide accurate and timely documents.

- Maintain the central filing system of clients' records and archived paper charts.
- Recommends revisions of the office and administrative procedures, providing written drafts.
- Complete data entry as directed by the Nurse-in-Charge.
- Prepare newsletters, pamphlets and health promotion materials using the approved computer software packages.
- Maintain and updates all reference and protocol manuals directed by the supervisor.

- Assemble, dismantle, retrieve and file clients' paper charts, records and documents as necessary.
- Maintain an inventory of printed materials and office supplies. Submit an order to NIC or designate as required.
- Apply knowledge in relation to NIHB policies and procedures. Provide assistance as required.
- Proofread printed materials, including posters, pamphlets, translated materials etc, and submit to NIC / designate for approval.

2. Facilitate information flow within the Health Centre and with the community in order to enable the timely and effective response of programs and employees to client and community needs, ensuring confidentiality of information within the context of TCSA policy and procedures.

- Word process, prepare, organize, copy and print documents, correspondence, tables and graphics, reports, minutes, pamphlets, and conference/workshop materials.
- Obtain files, documents and other relevant information for the Health Services programs professional and management staff.
- Receive and deliver telephone calls, faxes, electronic messaging via EMR, electronic and regular mail and direct to appropriate staff.
- Organize and participate in meetings and committees in order to contribute ideas and/or take notes as directed by the Nurse in Charge.
- Utilize EMR to register patients, confirm client identification, and update demographic information and to scan and link incoming patient documentation.
- Utilize EMR to facilitate scheduling of clients, appointment notification and confirmation as well as practitioner notification
- Assist with completing Medical travel documentation, patient notification and appointment confirmation/rescheduling; in consultation with the nurse in charge and Medical Travel Clerk.
- Ensure availability of incoming patient records within the EMR by scanning all incoming information accurately and efficiently
- Prepare and maintain current mailing lists, print mailing labels, compile and send out material as directed by the Nurse in Charge.
- Maintain the safety and confidentiality of client records and organizational documents in accordance with the *Health Information Act* (HIA).
- Interpret and translate Tłıchq/English for clients, program and visiting health service partners and other unilingual users of the program, to facilitate correct and timely communication for program delivery.
- Perform other duties that may be assigned from time to time.

WORKING CONDITIONS

Physical Demands

The incumbent may be required to stand for long periods of time while providing direct, in-person interpretation. Filing can require long periods of standing and bending.

Environmental Conditions

The incumbent may be exposed to infectious and communicable diseases and other environmental hazards associated with working in a health care environment.

Sensory Demands

No unusual demands.

Mental Demands

The incumbent may be exposed to death/dying, emergency medical situations, challenging client encounters, and other emotionally difficult experiences.

At times it may be required of the position to relay a diagnosis to patients and their families, be present in emotionally disturbing situations, or not being able to discuss these experiences due to the commitment of patient confidentiality.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of medical terminology and medical specialization in a health care setting.
- Knowledge of generally accepted office management practices and Tiếng/English interpretation and translation practices.
- Knowledge of nonviolent crisis intervention techniques.
- Knowledge of the roles and responsibilities of health and social service providers along with the services provided.
- Ability to acquire knowledge of the NT Healthcare system, culture and geography.
- Ability to translate and interpret with accuracy, with great attention to detail in stressful situations.
- Ability to establish and maintain productive working relationships and participate effectively as a member of an integrated service delivery team.
- Ability to respond to client concerns.
- Ability to communicate effectively to a variety of audiences with varying levels of background knowledge and education.
- Client service skills in a multi-cultural setting combined with the ability to build constructive relationships with multiple stakeholders interacting in the health and social services settings.
- Computer literacy with the ability to apply word processing and database software.
- Telephone communication and interpersonal skills.
- Organization, time management and decision-making skills.
- Ability to provide medical translation services as required.
- Ability to communicate clear instructions to clients in person and by telephone.
- Ability to obtain knowledge relevant to Health Privacy and Access to Information legislation, processes and policies.
- Ability to maintain the confidentiality and privacy of co-workers at all times (it is never acceptable to share co-workers' personal telephone numbers, or discuss their personal/health issues with anyone).

- Ability to ensure keeping patient information secure and private. When carrying confidential information (e.g. mail, medical records), ensure that patient details are not in view and that items are never left unsecured in public areas.

Typically, the above qualifications would be attained by:

High School (Grade 12) / Secondary School Diploma and, a certificate or diploma in Office Administration.

Equivalencies will be considered.

ADDITIONAL REQUIREMENTS

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

Fluency in the Tłıchǰ language required. Verbal and written fluency would be an asset.

Interpreter/Translation training would be an asset.

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: Tlıcho

- Required
- Preferred