



Tłıchǫ Community Services Agency  
 Dǫ Nǎke Lani Nǎts'etso • Strong Like Two People

## IDENTIFICATION

Department	Position Title	
Tłıchǫ Community Services Agency	Relief Clerk Interpreter	
Position Number	Community	Division/Region
27-16479	Behchokǫ	Health and Social Services / Tłıchǫ

## PURPOSE OF THE POSITION

The Relief Clerk Interpreter provides clerical, secretarial and Tłıchǫ/English interpretation services to support the Health and Social Services program in the Tłıchǫ Region. The Relief 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.

## 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 Behchokǫ, Gamètì, Wekweètì, and Whatì. Established in 2005 as part of the Tłıchǫ Agreement, the Agency is designed to be an interim GNWT organization through which the Tłıchǫ 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 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 Tłıchq 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 Behchokq Health Center and reporting directly to the Nurse-in-Charge (NIC), the incumbent is responsible for providing clerical, secretarial and interpreter services on behalf of the clients and staff. In addition to interpreting for clinical staff, the Relief Clerk Interpreter 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 interprofessional 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 Tłıchq 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 Tłıchq patients and cause avoidable costs to the health care system.

## **RESPONSIBILITIES**

### **1. Prepares 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.**

- Maintains the central filing system of clients' records and archived paper charts.
- Recommends revisions of the office and administrative procedures, providing written drafts.
- Completes data entry as directed by the Nurse-in-Charge.
- Prepares newsletters, pamphlets and health promotion materials using the approved computer software packages.
- Assembles, dismantles, retrieves and files clients' paper charts, records and documents as necessary.
- Maintains and updates all reference and protocol manuals as directed by the supervisor

- Maintains an inventory of printed materials and office supplies. Submits an order to NIC or designate as required.
- Demonstrates knowledge in relation to NIHB policies and procedures. Provides assistance as required
- Proofreads printed materials, including posters, pamphlets, translated material etc.; and submits to NIC/designate for approval.

**2. Facilitates 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 processes, prepares, organizes, copies and prints documents, correspondence, tables and graphics, reports, minutes, pamphlets, and conference/workshop materials.
- Obtains files, documents and other relevant information for the Health Services programs professional and management staff.
- Receives and delivers telephone calls, faxes, electronic messaging via EMR, electronic and regular mail and directs to appropriate staff.
- Organizes and participates in meetings and committees in order to contribute ideas and/or take notes as directed by the Nurse in Charge.
- Utilizes EMR to register patients, confirm client identification, and update demographic information and to scan and link incoming patient documentation.
- Utilizes 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.
- Ensures availability of incoming patient records within the EMR by scanning all incoming information accurately and efficiently
- Prepares and maintains current mailing lists, prints mailing labels, compiles and sends out material as directed by the Nurse in Charge.
- Maintains the safety and confidentiality of client records and organizational documents in accordance with the Health Information Act (HIA).
- Interprets and translates Tłıchǵ/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.
- Performs other duties that may be assigned from time to time.

**3. Diligently applies understanding / knowledge relating to Health Privacy and Access to Information legislation, processes, and policies.**

- Ensures information that is being sourced out applies specifically to a request and not for personal reasons or interest.
- Assumes personal accountability to not copy, alter, interfere with, destroy or take information or records.
- Demonstrates integrity by not releasing information to patients/families, health care agencies, the media, or others.

- Ensures patient information is secure and private: when carrying confidential information (e.g. mail, medical records), ensures that patients details are not in view and items are never left unsecured in public areas.
- Upholds 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).

## **WORKING CONDITIONS**

### **Physical Demands**

The incumbent is required to bend, twist, stretch, lift, sit and stand on a regular basis.

### **Environmental Conditions**

There will be exposure to communicable disease due to client contact.

### **Sensory Demands**

This position requires focused listening for extended periods of time.

### **Mental Demands**

The incumbent experiences lack of control over work volume and pace. Concentrated attention to detail for prolonged periods of time and frequent interruptions may be required.

The incumbent may be required to interact with frightened, emotionally distraught, angry or stressed patients.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of generally accepted office management practices and Tłıchǵ/English interpretation and translation practices.
- Computer literacy with the ability to apply word processing and database software.
- Knowledge of medical terminology and medical specialization acquired through past work experience in a health care setting, or some training in a related field.
- Knowledge and understanding of the NT Healthcare system, culture and geography
- Knowledge of nonviolent crisis intervention techniques.
- Knowledge and understanding of the roles and responsibilities of health and social service providers along with the services provided.
- Must have excellent telephone communication and interpersonal skills.
- Organization and time management skills.
- Good decision-making skills.
- Ability to maintain confidentiality
- Ability to provide medical translation services as required.
- Ability to translate and interpret with accuracy, with great attention to detail in stressful situations
- Ability to communicate clear instructions to clients in person and by telephone.

- 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.
- Client service orientation in a multi-cultural setting combined with the ability to build constructive relationships with multiple stakeholders interacting in the health and social services settings.
- Ability to communicate effectively to a variety of audiences with varying levels of background knowledge and education.

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

A grade 12 Diploma, and a certificate or diploma in Office Administration would be an asset. Fluency in Tłıchǫ language is required. Verbal and written fluency is an asset. Interpreter/Translation training would be an asset.

**ADDITIONAL REQUIREMENTS**

**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:** Tłıchǫ

- Required
- Preferred