



Tłıchǫ Community Services Agency  
Dı Nàke Lani Nàts'etso • Strong Like Two People

## IDENTIFICATION

Department	Position Title	
Tłıchǫ Community Services Agency	Relief Primary Care Paramedic (PCP)	
Position Number	Community	Division/Region
27- 17567	Behchoko	Health and Social Program/Tłıchǫ

## PURPOSE OF THE POSITION

The Primary Care Paramedic (PCP) is a first responder, responsible for providing initial response to emergent situations within Behchoko corporate limits of the Tłıchǫ region. This coverage also applies to NWT highway 3. The incumbent of this position will respond to the highest level of their ability and credentials. The PCP is responsible for conducting on-scene patient assessment, providing emergency medical treatment, providing direction and guidance to attending Emergency Medical Responders (EMR), and ground transportation to the appropriate facility in either Behchoko or Yellowknife.

## SCOPE

The scope of the Tłıchǫ Community Services Agency (TCSA) is to manage the delivery of a range of integrated public Government of the Northwest Territories (GNWT) and First Nations health, wellness and education programs and services for the Tłıchǫ communities of Behchoko, Gametı, Wek'weeti 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 Government will eventually exercise their treaty rights for self-government. The Agency serves approximately 3,000 people. Programs and services include K-12 education, health and wellness, child and family services, mental health and addictions, an 18-bed Long Term Care Facility, 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 program 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.



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. The services are provided in accordance with the standardized operating policies and procedures of the Tlicho Community Services Agency, the Government of the NWT (GNWT) and the guidelines set forth by their professional licensing organization.

## **RESPONSIBILITIES**

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

- Respond promptly and safely to emergency and non-emergency calls.
- Assess the scene for safety and identify potential hazards.
- Conduct rapid and thorough patient assessments, including history taking, physical examinations and vital sign monitoring.
- Provide any necessary emergency treatment within the incumbent's scope of practice, in accordance with Basic Life Support (BLS) or Advanced Cardiac Life Support (ACLS) standards.
- Perform advanced First Aid and/or BLS if required, including airway management, oxygen therapy, ventilation, CPR, hemorrhage control, and immobilization techniques.
- Administration of approved medications via various routes (e.g. oral, intranasal, intravenous).
- Operate and monitor medical equipment such as defibrillators, ECG monitors, suction devices and oxygen delivery systems.
- Gather and document pertinent patient information including personal data, event causes, medical history, immediate medical condition, vital signs, methods of care rendered, etc. and directly communicates findings to receiving health care professionals.
- Complete accurate and comprehensive patient care reports (PCRs) and other required documentation in a timely manner, adhering to documentation standards.
- Provide clear communication to the appropriate facility with relevant information pertaining to patient(s) status and estimated time of arrival to the health center or hospital.
- Hold in confidence all personal and medical information gained through employment.
- Operate 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.**

- Prepare 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.
- Participate in discussions with community members as to pertinent programs to be delivered.
- Work with community schools to promote and educate students about safe, responsible, and healthy lifestyles from a wellness perspective.
- Maintain 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 vehicles and equipment on commencement of shift.
- Inspect, clean and restore all equipment and the emergency vehicle after use.
- Complete regular and frequent inventory checks of emergency and trauma bags in health center
- Perform required quality control checks on Point of Care testing devices and completes regular laboratory inventory.
- Check 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:**

- Perform triage function for the health center as required.
- Perform general office duties such as answering telephones, files, responds to general correspondence, photocopying, faxing regarding safety issues and medical emergencies.
- Participate in health center morning report as necessary.
- Maintain monthly statistics of medical emergencies.
- Participate in meetings, committees and training sessions as required.
- Organize and conduct regular training sessions and mock scenarios for Emergency Medical Responders and other Health Care Professionals as required.
- Make recommendations to the Manager, Ambulance Services, to improve procedures, services, etc.
- Picks up and delivers patients as required.
- Assist nurses and allied health staff as required.
- Assist in training/orientation of new emergency medical responder employees.
- Orientate nursing and allied health staff to emergency services, policies and procedures.
- Assist in the disposal of hazardous waste materials as per GNWT guidelines.



- Assist in the delivery of first aid and BLS courses as necessary.
- When adequately trained, they may perform additional skills such as administering EKG's, Chest X-rays, and assist with casting.
- With certification, may be required to perform phlebotomy.

**5. Maintains practice environments that have the organizational and resource allocations necessary for safe, competent, and ethical care.**

- Maintain a safe, clean, orderly environment for patients.
- Maintain continued competencies in medication administration.
- Report any damage or problems with equipment, tools, or structures within the facility according to existing protocols and arranges for corrective action in a timely manner.
- Provide coaching and leadership to peers, students, and other members of the health care team to develop skill levels necessary to achieve the standard of care.
- Collaborate with colleagues and other members of the health team to advocate health care environments that are conducive to ethical practice and to the health and well-being of patients and others in the setting.
- Participate in committees, task forces, and research projects related to community health.

**WORKING CONDITIONS**

**Physical Demands**

Must be physically fit and should be able to lift 50 lbs. unassisted, and up to 75 lbs. when assisted, on a regular basis. However, the incumbent must work within their own ability and use sound judgment to determine their individual limit, and request assistance as needed. There will be prolonged kneeling, working in stooped positions, and rolling of patients. There is a physical requirement to stay alert during long shifts.

**Environmental Conditions**

Work may be performed in a variety of weather conditions, some extreme; especially where accidents occur away from major access routes. Physical hazards at accident sites will also need to be encountered (uneven footing, debris, etc.). Due to the nature of dealing with sick and injured patients directly in a variety of contexts, there is potential secondary exposure to illness communicable diseases, contaminated blood and other bodily fluids.

**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 in both the ambulance and the health centre requires 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**

The incumbent is not in control of work pace when performing emergency medical response duties in emergency situations and must always be prepared to think and act quickly.

The job holder will be required to work with members of the public who are in extreme distress and have strong emotional reactions. The incumbent may also be exposed to situations they themselves may find emotionally disturbing such as verbal abuse, negative domestic situations, severely injured patients, and death. There is uncertainty about what to expect at work on any given day.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of medical terminology, basic biological, physical and behavioral science to interpret and prioritize findings when performing patient care and assessments.
- Knowledge of non-violent crisis intervention techniques to deal with irate and physically aggressive clients.
- Skilled in overcoming cultural differences and language barriers.
- Skilled in the operation and/or use of standard medical equipment (such as but not limited to sphygmomanometer, ECG, peripheral IV pumps and lines, stretchers, thermometers, blood glucose monitors, suction tubes, sharps, pulse oximeter, etc.).
- Problem-solving skills to determine the appropriate intervention within a limited amount of time.
- 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.
- Organization, time management skills.
- Ability to exercise patience, tact, and sound judgement in emergency situations.
- Ability to operate a desktop computer and software to process patient information and records.
- Ability to keep personal and medical information private and confidential at all times.
- Ability to understand and recognize the cultural, social, and political realities in the NWT.
- Ability to recognize the impacts of colonization and residential schools on Indigenous health outcomes and the way health and social services are delivered.
- Ability to coordinate a wide variety of activities and objectives.
- Ability to facilitate creative problem solving using a situational approach incorporating conceptual, analytical, interpretive, evaluative, intuitive and constructive thinking skills.
- Ability to coordinate both urgent and non-urgent medical transfer to higher level of care.
- Ability to exercise self-control and restrain strong emotions such as anger, frustration, fear and/or stress.
- Ability to exercise flexibility to alter normal procedures or ways of working to fit a specific situation to get the job done, within acceptable parameters.



- Ability to break problems into simple lists of tasks or activities.
- Ability to listen responsively, and actively, being able to sort out the facts and pertinent information before drawing conclusions.
- Ability to follow through on client/patient inquiries and request. This includes keeping the client/patient up to date on status.
- Ability to participate in groups willingly and support team decisions (i.e. is a "good team player").
- Ability to work extended hours and stay alert during long shifts.
- Ability to stay calm, collected, and professional under pressure.
- Ability to move quickly.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion, and cultural awareness, as well as safety and sensitivity approaches in the workplace.

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

A Primary Care Paramedic Certification and 1 year of Primary Care Paramedic experience.

Equivalent combinations of education and experience will be considered.

**ADDITIONAL REQUIREMENTS**

- A current Primary Care Paramedic License in good standing from any Canadian jurisdiction.
- A valid class 4 driver's license.
- Basic Life Support Training for Health Care Providers
- The incumbent must be in a physical condition sufficient to perform all the required duties of a PCP.

**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 record 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:



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

**Indigenous language:** Tłıchǫ

☐ Required  
☐ Preferred