



IDENTIFICATION

Department	Position Title	
Tłıchǵo Community Services Agency	Relief Emergency Vehicle Operator (EVO)	
Position Number	Community	Division/Region
27-17588	Behchokǵ	Health and Social Program/Tłıchǵo

PURPOSE OF THE POSITION

The Relief Emergency Vehicle Operator (EVO) is a first responder, responsible for providing initial response to emergent situations within Behchoko corporate limits of the Tlıchǵo region. This coverage also applies to NWT highway 3. The EVO is responsible for providing on scene emergency medical assistance under the direction of emergency medical personnel, and to provide ground transportation to the appropriate facility in either Behchoko or Yellowknife.

SCOPE

The scope of the Tłıchǵo 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 Tłıchǵo communities of Behchokǵ, Gametì, Wekweètì and Whatì. Established in 2005 as part of the Tłıchǵo Agreement, the Agency is designed to be an interim GNWT organization through which the Tłıchǵo 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 Tłıchǵo 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 Tłıchǵo and non-Tłıchǵo knowledge have complementary strengths, which together can achieve solutions to contemporary problems which neither could alone.

Located in Behchokǵ, and reporting to the Coordinator, Health Operations/EMR Team Lead, the incumbent provides initial emergency medical response services for the communities within



Behchokᓄ 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.

- Assesses the environment to determine the appropriate course of action to ensure safe transport of patients and emergency personnel.
- Provides any necessary emergency treatment within the incumbent's scope of practice.
- Performs advanced First Aid and/or BLS if required.
- Applies, as required, immobilizing equipment such as cervical collars, spine boards, splints, etc. and prepares patient(s) for transportation under the direction of emergency medical personnel.
- Provides clear communication to the appropriate facility with relevant information pertaining to patient(s) status and estimated time of arrival to health center or hospital.
- 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. 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.
- Inspects, cleans and restores all equipment/workspace and the emergency vehicle after use.
- Completes regular and frequent inventory checks of emergency and trauma bags in health center
- Check all medical gas tanks on a weekly basis and as needed.

3. Perform other related duties to assist with the delivery of health and social programs in the Tlicho Region:

- Performs general office duties such as answering telephones, files, responds to general correspondence, photocopying, faxing regarding safety issues and medical emergencies.
- May participate in health center morning report.
- Participate in meetings, committees and training sessions as required.
- Participates in regular training sessions and mock scenarios for Emergency Medical Responders and other Health Care Professionals as required.
- Make recommendations to improve procedures, services, etc.



- Picks up and delivers patients as required.
- Assist nurses and allied health staff as required.
- Assists in the disposal of hazardous waste materials as per GNWT guidelines.

WORKING CONDITIONS

Physical Demands

Must be physically fit and able to lift 180 to 250 lbs. regularly. Can and should request help when required to lift over 250 lb. Prolonged kneeling, working in stooped positions, and rolling patients. Each emergency responder, depending on their physical stature, must work within their own ability and use sound judgment to determine their limits.

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 and to ensure safe vehicle operations.

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. Incumbents also deal with cultural differences and language barriers which can be challenging. 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 in order to assist emergency personnel when performing patient care and assessments.
- Knowledge of non-violent crisis intervention techniques to deal with irate and violent clients.
- Problem-solving skills to assess the scene of an emergency.



- 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 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.
- 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 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").
- 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 high school diploma or equivalency.

A valid class 4 driver's license

A satisfactory Vulnerable Sector Criminal Records Check

Must obtain BLS for HCP within the first 3 months of hire.

The incumbent should be in good physical condition to perform the required duties of a EVO.

Equivalent combinations of education and experience will be considered.

Position Security (check one)

- No criminal records check required.
- Position of Trust – criminal records check required.

