



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

IDENTIFICATION

| Department | Position Title | |
|-----------------------------------|------------------------|--------------------------------------|
| Tłı̨chǫ Community Services Agency | Community Health Nurse | |
| Position Number | Community | Division/Region |
| 27-5626 | Behchokǫ | Health & Social Programs/ Tłı̨chǫ |

PURPOSE OF THE POSITION

The Community Health Nurse provides community health services within a Community Health Centre setting, in accordance with the Tłı̨chǫ Community Services Agency and Registered Nurses Association of Northwest Territories and Nunavut to ensure residents of the Northwest Territories have access to timely, professional and sustainable health services required to maintain optimal health.

SCOPE

The scope of the Tłı̨chǫ 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 Tłı̨chǫ communities of Behchokǫ, Gamètì, Wekweètì and Whatì. Established in 2005 as part of the Tłı̨chǫ Agreement, the Agency is designed to be an *interim Government of the Northwest Territories (GNWT) organization* through which the Tłı̨chǫ 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 \$30M. 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 Tłı̨chǫ 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 Tłı̨chǫ and non-Tłı̨chǫ 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 (HSS) delivered to a population of approximately 3,000 residents of the Tłıchq̓ region through 3 Community Health Centers and 1 Community Health Station, and for the residents of the Jimmy Erasmus Seniors Home (JESH). 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 in Behchokq̓, the Community Health Nurse (CHN) reports to the Nurse in Charge (NIC), and is responsible for providing community health services in the Behchokq̓ Health Center. In addition, the CHN may be required to provide on-call medical support as well as rotational coverage to the community of Wekweètì. This position will provide non-emergency medical care; respond to medical crisis that may require decision making outside of the usual policies, procedures and standards of nursing care; deliver nursing core services designed to promote community health and wellness and prevent injury across the lifespan. In accordance with established standards of nursing practice, this includes assessment, requisitioning and analyzing selected diagnostics tests and therapeutics based on assessment findings. This also involves selecting, dispensing, and monitoring the effectiveness of selected drugs and intervention. The provision of critical, emergency or unexpected care is supported by other CHNs/the NIC and/or by a practitioner, either remotely or in person, with further assistance of other health center staff as required.

Services may be provided within the Community Health Centre, via virtual modalities, at community halls, schools, and the long-term care facility or in a patient's home (e.g. Home Care). These services are intended to promote wellness, decrease suffering, and prevent injury. Services may be provided through independent practice or as part of an interdisciplinary care team.

The legacies of colonization and residential schools have impacted Indigenous health outcomes and the way health and social services are delivered and accessed. The incumbent is required to honour and promote a culturally safe environment at all times. Practicing from a trauma informed care perspective is expected and the position requires that interaction with clients and families is tactful, respectful and humble. This position requires the ability to handle several complex issues concurrently while maintaining attention to detail. The incumbent is expected to remain calm, controlled and professional, regardless of the situation, and demonstrate compassionate care that is free of racism and discrimination, to clients, families, community members, and other members of the healthcare team.

The incumbent is required to be motivated and innovative in the area of continuing education and practice to encourage the professional growth of self and others.

Within the Behchokq̓ Health Center the CHN will be required to provide on-call coverage on a rotational basis during the evening and weekends to provide emergency nursing care.

As a result of living in an isolated, northern community, the incumbent may be required to travel on small planes and on ice or winter roads when traveling to or from the community.

RESPONSIBILITIES

1. Provide comprehensive community health core services (including but not limited to Infant and Child Health, Adolescent Health, Adult and Elder Care, Maternal Health, school health programs, chronic disease prevention and management, immunization programs, communicable disease surveillance and treatment, etc. in accordance with the NWT Community Health Core Service Standards and Protocols in order to protect, prevent and reduce the incidence of communicable disease, to promote a healthy life style and wellness and decrease suffering all community members.

- Deliver a wide variety of community health services (both established and requiring development by the incumbent to fit community needs) in accordance with the NWT Clinical Practice Guidelines for Community Care Nursing, and the NWT Community Health Nursing Program Standards and Protocols.
- Assist in the arranging of, and participate in, specialty clinics with physician specialists or other health care providers (e.g. Ophthalmic Technologists, Dental Therapists, etc.).
- Monitor and deliver care to people returning from medical treatment from other communities (e.g. post-surgical).
- Evaluate health services on a continuing basis and modify for appropriateness based on community needs while still maintaining core services.
- Act as a resource for other community based health care workers (Community Health Workers, Home Support Workers, etc.).
- Promote a safe and healthy environment in homes, schools and throughout the community.
- Select and dispense therapies based on the identified clinical resources (e.g. Clinical Practice Guidelines, NWT Formulary, Bugs and Drugs).
- Requisition and analyze selected diagnostics tests within scope and role, in accordance with established standards of nursing practice.

2. Provide Case Management using a patient-centered approach to facilitate and maximize healthcare outcomes.

- Coordinate interdisciplinary client care for high risk or complex clients.
- Pro-actively seek out persons due or over-due for preventative health screening in accordance with the NWT Clinical Practice Guidelines by utilizing EMR applications.
- Manage individuals' acute and chronic care needs as well as health maintenance.
- Identify physical, emotional, psychosocial, sexual and spiritual needs of individuals and provide supportive care interventions and referrals in a collaborative interdisciplinary approach to care.
- Assist in organizing and coordinating appointments, services and referrals as required.

3. Provide direct nursing care to clients using a problem solving approach, in accordance with the NWT Community Health Core Service Standards Protocols and following clinical practice guidelines to facilitate the quality care of clients.

- Assess, plan, implement, document and evaluate care to ensure a coordinated holistic approach which best meets the needs of the client (assessments may involve taking x-rays of extremities and/or lungs in order to develop the best plan of care).
- Coordinate the admission and transfer (including medevac) of clients based on the identification of abnormal findings, critical nature of a patient and consultation with the NIC, practitioner or other health care providers to ensure the client receives appropriate care.
- Maintain client and administrative records following professional and legal guidelines in a confidential, concise and accurate manner.
- Assist clients to achieve their optimum level of health and wellness throughout the lifespan and continuum of health and disease by providing health promotion and disease prevention, screening diagnostics and palliative care.
- Apply and promote principles of equity including providing care in a culturally safe manner, to ensure individuals receive unbiased treatment and a share of health services and resources proportionate to their needs.
- Act in a manner consistent with the professional code of ethics, responsibilities and standards of practice.

4. Facilitate, implement and modify patient and family educational/teaching based on the needs of the client.

- Use a holistic approach, honoring Indigenous knowledge, wisdom and diversity to promote client centered learning to individuals and their families to promote wellness, decrease suffering and prevent injury (e.g. self-care, health promotion, etc.).
- Assess the client for physical and psychological needs, their knowledge of their health, disease process and learning needs.
- Develop, revise and evaluate on an ongoing basis, educational resources necessary to support clients.

5. Advocate practice environments that have the organization and resource allocations necessary for safe, competent and ethical nursing care.

- Provide coaching and leadership to peers, students and other members of the health care team to develop skill levels necessary to promote wellness, decrease suffering and prevent injury.
- Collaborate with nurses, peers and other members of the health and social services care team to advocate for health care environments that are conducive to ethical practice and to the health and well-being of clients and staff.
- Participate in research (e.g. flu watch), special projects (e.g. new immunization programs) and interagency meetings to plan, implement and evaluate joint projects related to the community's health status.
- Report to supervisor any breach in standards of care.
- Promote the autonomy and rights of patients and help them to express their health and health care needs and values to obtain appropriate information and services.

- Safeguards the trust of patients that information learned in the context of a professional relationship is shared outside the health care team only with the patient's permission or as legally required.
- Communicates effectively with other members of the health care team to provide continuity of care and promote collaborative efforts directed toward quality patient care.
- Advocate for the client/family at the service-delivery level and at the policy-making level to foster the client/family decision-making, independence and growth and development.

6. Assist the Nurse in Charge and/or Senior Management as requested.

- Follow-up on client concerns, provide timelines and information feedback to NIC and/or Senior Management to be able to handle the client concern.
- Acquire more information on a particular incident, report the findings to the NIC and/or Senior Management.
- May be called upon to travel to another community to provide backfill, assist with operations of another Health Centre, orientate and provide knowledge/expertise in a particular field to other staff.
- May be requested to participate and represent the TCSA on regional and territorial committees.
- May be required to assist with EMR delegation duties.

7. Develop core skills to facilitate, support and promote a culture of teamwork.

- Receive and share information, opinions, concerns and feedback in a supportive manner.
- Work collaboratively to build rapport and create supportive relationships with team members both within the community health center setting and across the organization.
- Develop a supportive rapport with individuals and their families to facilitate collaborative relationships with other health care team members.
- Make frequent decisions about the most appropriate, effective and efficient mode of communication among interdisciplinary team members in accordance with identified policies and procedures.
- Coordinate and participate in formal and informal case conferences to share appropriate information concerning individual concerns or progress and to utilize the team's skills and resources in the most efficient and effective manner.
- Contribute to a positive, strengths-based team environment and supports team colleagues.
- Collaborate proactively with all interdisciplinary team members utilizing a client centered approach to facilitate and maximize healthcare outcomes.
- Communicate with other members of the health care team to provide continuity of care and promote collaborative efforts directed toward quality patient care.

WORKING CONDITIONS

Physical Demands

The incumbent is required to be very mobile, and must be able to stand and walk for long periods of time, often the majority of a 7.5 hour shift. When performing patient assessment and nursing interventions, the incumbent will be required to bend and stand in awkward positions, lift equipment, assist patients to get in or out of wheelchairs and/ or lift up to 50 lbs. This includes incapacitated clients within the Health Centre and emergency clients coming to the Health Centre.

Environmental Conditions

For entire shifts the incumbent will have moderate levels of exposure to communicable diseases (i.e. TB), blood (i.e. drawn from clients in sick clinic and during the processing of body fluids for transportation to the Laboratory), body fluid and hazardous materials (sharp, toxic cleaning and sterilizing solutions).

Sensory Demands

The incumbent will be required to use the combined senses of touch, sight, smell and hearing during assessment and observation of clients, approximately 70% of the time.

Mental Demands

The CHN experiences constant demands from residents within the community who may require nursing care at any time (day or night), The incumbent is likely to experience 10+ day's on-call per month, and it is normal for the individual on standby to be called back into work (almost every day).

Within the health and social services setting there can be significant lack of control over the work pace, with frequent interruptions (work is often dictated by external factors).

From time to time this position may be required to provide nursing services to abusive clients, individuals under the influence of drugs or alcohol and RCMP escorts, and may experience concern for safety and well-being These incidents may occur while the incumbent is on duty as well as when off duty (within a small community it is difficult to separate the individual from the position).

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of and an ability to apply and assess the nursing process (assessment, planning, implementation and evaluation) and current nursing practice (including public health) to ensure that the clients' needs are met.
- Knowledge of biological, physical and behavioral sciences in order to recognize, interpret and prioritize findings and determine and implement a plan of action based on accepted standards of practice.
- Knowledge of and ability to perform basic laboratory functions such as but not limited to:

HGB, blood smears, pregnancy tests, various swab specimens, the preparation of specimens for culture and sensitivity, ECGs and quality control of laboratory machinery.

- Knowledge of and ability to network with resources within and outside the TCSA (i.e. Social Services, Public Health, medevac teams etc.).
- Knowledge of best practices in primary health care and public/community health.
- Knowledge of and an ability to apply sanctioned transferable medical functions (assessment and selection of treatment based on assessment) as outlined in the Nursing Administration Manual's standards, policies and guidelines (i.e. pap smears).
- Ability to provide emergency care and treatment as the position is required to perform transferred medical functions beyond normal hospital training. This includes and ability to perform advanced nursing functions, such as but not limited to: suturing, venipuncture for all age groups and immunization techniques.
- Ability to recognize the impacts of colonization and residential schools on Indigenous health outcomes and the way health and social services is delivered.
- Ability to engage in self-reflection to learn about personal biases and assumptions.
- 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, NG tubes, blood glucose monitors, suction tubes, sharps, pulse oximeter, etc.).
- Ability to perform radiological examinations (X-rays) of the chest and extremities.
- Ability to apply and remove casts or splints.
- Ability to provide emergency care and treatment in response to a medical emergency; will be required to perform transferred medical functions beyond normal hospital training.
- Ability to perform advanced nursing functions such as but not limited to: suturing, venipuncture for all age groups and immunization techniques.
- Skilled in the operation of word processing applications (i.e. Microsoft Office) in order to complete training materials and presentations, electronic mail to send and receive mail and the internet in order to conduct on-line research.
- Ability to use the electronic medical record (EMR) system.
- Ability to educate patients and their families on appropriate self-care methods and techniques.
- 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.

Typically, the above qualifications would be attained by:

A Nursing Degree, and two (2) years of recent nursing experience in an Emergency Room (ER) setting or within a Community Health Centre.

Knowledge and experience equivalencies will be determined on a case by case basis.

ADDITIONAL REQUIREMENTS

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

Current registration and in good standing with the Registered Nurses Association of Northwest Territories and Nunavut

Remote & Isolated Location Requirements

Within the TCSA health care providers must be able to acquire within a reasonable time frame and remain current with the following training and certifications:

- WHMIS
- Certification in Health Care Provider CPR
- Advanced Cardiac Life Support (ACLS)
- Education Program for Immunization Competency (EPIC)
- Fire Training
- Point of Care Testing certifications
- Nonviolent crisis intervention training
- Standard X-ray processing (chest and extremities)
- IV Pump Training
- Suicide Risk Assessment Training
- Training as required to meet Accreditation Canada standards

Within a TCSA Community Health Centre the following training and/or certification would be definite assets:

- Canadian Nursing Association Certification in Community Health Nursing
- Transportation of Dangerous Goods
- Applied Suicide Intervention Skills Training (ASIST)
- Mental Health First Aide
- Pediatric Advanced Life Support (PALS)
- Trauma Nursing Core Course (TNCC) or equivalent
- Neonatal Resuscitation Program (NRP) or equivalent
- Transportation patient preparation certification (Packaging)
- Pharmaceutical process and procedures
- General laboratory functions
- Training in emergency response
- Class 5 driver's license
- Canadian Nursing Association Certifications

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: Select language

Required

Preferred