



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

IDENTIFICATION

Department	Position Title	
Tłıchǵo Community Services Agency	Clinical Care Coordinator-Community Health	
Position Number	Community	Division/Region
27-5631	Behchokǫ	Health & Social Programs/ Tłıchǵo

PURPOSE OF THE POSITION

The Clinical Care Coordinator-Community Health (CCC-CH) is a Community Health Nurse responsible for ensuring the safe, effective, and coordinated delivery of health services within the community health center. This role provides clinical leadership and mentorship to staff, strengthens team preparedness through training and mock scenarios, and promotes quality assurance through EMR workflow oversight and participation in routine audits.

By bridging direct patient care with program-level coordination, the Clinical Care Coordinator enhances continuity of care, supports clinical staff with triage and workflow management, and upholds compliance with regulatory standards. When necessary, the CCC-CH also assumes the duties of a Community Health Nurse to maintain consistent and uninterrupted service delivery.

SCOPE

The scope of the Tłıchǵo 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 Tłıchǵo communities of Behchokǫ, Gamètì, Wekweètì and Whatì. Established in 2005 as part of the Tłıchǵo Agreement, the Agency is designed to be an *interim Government of the Northwest Territories (GNWT) organization* through which the Tłıchǵo 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 Tłıchq 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 Tłıchq and non-Tłıchq 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 Tłıchq 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 to enhance healthy communities’ well-being through excellence, accountability and respect for regional diversity.

Located in Behchokq, the Clinical Care Coordinator-Community Health (CCC-CH) reports to the Nurse in Charge (NIC), and is responsible for the safe, effective, and coordinated delivery of community health services at the Behchokq Health Center. The CCC-CH offers clinical leadership and mentorship to staff, strengthens team capacity through targeted training and mock scenarios, and advances quality improvement by overseeing EMR workflows and contributing to regular audits. In addition to leading program-level coordination, the CCC-CH provides direct nursing care, including non-emergency medical services, triage support, and response to medical crises that may require independent decision-making outside of standard policies and procedures. The position delivers core public health and nursing services to promote community wellness and prevent injury across the lifespan. Working in accordance with established standards of nursing practice, the CCC-CH conducts patient assessments, requisitions and interprets diagnostic tests, and selects, dispenses, and monitors therapeutics and interventions based on clinical findings. When required, the CCC-CH performs the duties of a Community Health Nurse to ensure consistent service delivery and may provide on-call medical support.

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 honor 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 around continuing education and practice to encourage the professional growth of self and others.

RESPONSIBILITIES

1. Ensure Safe, Effective, and Coordinated Community Health Care

- Provide guidance and mentorship to nursing and support staff, fostering professional development and ensuring adherence to best practices.
- Oversee EMR workflow processes to ensure accurate and timely management, delegation, and follow-up of patient care tasks within the electronic medical record system, while effectively coordinating scheduling and triage to support organized clinical operations.
- Actively participate in routine audits in accordance with Accreditation Canada requirements to verify that all practices and processes meet established standards of care, promote continuous quality improvement, and uphold excellence in patient services.
- Lead and facilitate staff training sessions and mock scenarios to strengthen clinical skills, improve emergency response, and ensure the care team is fully prepared to deliver safe, effective, and high-quality patient care.
- Assist the Nurse in Charge and/or Management as requested.

2. Perform the duties of a Community Health Nurse to ensure consistent service delivery

- Deliver comprehensive, community-centered health care that promotes wellness, prevents disease, and supports the health of individuals and families across all stages of life, in alignment with NWT Community Health Core Service Standards, Protocols and Guidelines.
- Provide Case Management using a patient-centered approach to facilitate and maximize healthcare outcomes.
- Coordinate interdisciplinary clients care for high risk or complex clients.
- 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.
- 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.
- 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.
- 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.).

3. 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.

4. 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 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 CCC-CH 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 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 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 always keep personal and medical information private and confidential.
- 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 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 Bachelors of Nursing Degree, and two (2) years of recent Registered Nursing experience in an Emergency Room (ER) setting or within a Community Health Centre.

Equivalent combinations of education and experience will be considered.

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