



Tłıchǫ Community Services Agency  
 Dŭ Nāke Lani Nāts'etso • Strong Like Two People

## IDENTIFICATION

Department	Position Title	
Tłıchǫ Community Services Agency	Program Assistant	
Position Number	Community	Division/Region
27- 5791	Behchokǫ	Health & Social Programs/ Tłıchǫ

## PURPOSE OF THE POSITION

The Program Assistant is a member of the integrated health care team within the Marie Adele Bishop Health Center. This position is responsible for providing dedicated support to the clinical care staff and support team in the coordination and management of administrative duties to ensure residents have access to timely, professional and sustainable health services required to maintain optimal health.

## SCOPE

The scope of the Tłıchǫ Community Services Agency 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 Behchoko, Gameti, Wek'weeti and Whati. 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 Tlicho 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 in Behchokq the Program Assistant reports to the Nurse in Charge (NIC) and is responsible for collaboration with the Health Care Team to ensure effective and efficient schedule coordination, verbal and written communication, information research/ transfer, and system coordination. The incumbent acts as a liaison with outside organizations to coordinate information and referrals according to the policies and procedures of the TCSA and acts to ensure that persons accessing the services receive optimal care. The incumbent may be required to assist with other activities such as scanning and linking documents to the Electronic Medical Records (EMR's) and is responsible for maintaining communication and assisting with meeting individuals' access needs in a fast paced environment.

The Program Assistant is guided by general procedures but must be able to make independent decisions regarding competing priorities such as handling the wide variety of telephone calls, client and integrated primary care team requests. These include, but are not limited to, making judgments about the nature and urgency of the request and when and whether to consult with other members of the integrated care team. In this interdisciplinary environment the Program Assistant must be organized and have excellent attention to detail, as well as have the ability to understand the various roles of the Integrated Primary Care Team (IPCT) (for i.e. Physicians, Nurse Practitioners, Community Health Nurse, Primary Care, Public Health Nurses, Community Health Representatives, Dietician) when booking client appointments in order to ensure that each client encounter occurs with the right provider at the right time.

The legacies of colonization and residential schools have impacted Indigenous health outcomes and the way health and social services are delivered and accessed. This position will be required to honour and promote a culturally safe environment at all times and practice from a trauma informed care perspective where interaction with clients and families is tactful, respectful and humble. The incumbent is expected to remain calm, controlled and professional in all situations and demonstrate compassionate care that is free of racism and discrimination, to clients, families, community members, and other members of the health care team. Incumbent will handle several complex issues concurrently while maintaining attention to detail, and is required to be motivated and innovative in the area of continuing education and practice and to encourage the professional growth of self and others.

## **RESPONSIBILITIES**

- 1. Deliver administrative and clerical support to members of the health care team, clients and other members of the IPCT while maintaining exceptional customer service and cultural safety principles.**

- Provide client and family centered care and quality principles in the provision of services to clients and families.
  - Verify and modifies client demographic information within the Electronic Medical Record (EMR).
  - Facilitates troubleshooting of EMR issues for members of the healthcare team when needed
  - Answer and direct telephone calls politely, respectfully and professionally, and takes clear, concise messages, referring messages to the appropriate integrated team member and/or program as needed.
  - Assist clients in coordinating/completing forms as appropriate.
  - Arrange for interpreters as required.
  - Schedule and coordinate procedures, appointments and follow-up appointments
  - Coordinate and communicate schedule changes/appointments to both the client and members of the health care team.
  - Develop and maintain successful working relationships with clients, their families, colleagues and others.
  - Facilitate and coordinate booking of specialist appointments and diagnostic tests, in and outside of Behchokq, as requested by team members.
  - Contribute to a safe and respectful workplace.
  - Relay messages between team members and clients in a timely and efficient manner.
  - Receive medical referrals and ensure that the referral is complete prior to sending the requested referral to the appropriate specialist.
  - Assist clients in accessing care by the team member that can best meet their needs.
  - Direct client flow through the clinic.
  - Keep waiting and examination rooms organized.
- 2. Maintain current data and client information for statistical, informational and educational purposes utilizing best practices and available electronic resources.**
- Provide reporting and statistics on quality outcomes, including but not limited to wait times and patient numbers, provider continuity, referrals, no shows, etc., on an ongoing basis.
  - Organize and coordinate data collection under the direction of the Regional Manager or the NIC.
- 3. Provide record management services in accordance with GNWT archival and electronic record legislation, policy, and protocols including *Access to Information and Protection of Privacy Act (ATIPP)* and the *Health Information Act (HIA)*.**
- Maintain and ensure all charts and files are kept current and accurate, e.g. results of tests, visits to other areas, other medical reports received from various agencies in and outside of the NWT.
  - File scan and photocopy documents, records and files.
  - Administer requests for information from client files for review by integrated care team members (including but not limited to: retrieval of information to fill

prescriptions and request for information from external sources).

- Retrieve and print clinical documents from the medical record (paper or electronic), to accompany referrals or external requests for information (e.g. insurance information requests, WSCC), at the request of the patient or integrated care team member, and in keeping with release of information policies.
- Organize, coordinate, and support daily Telehealth and Telephone Consult Activities.
- Organize, coordinate, and schedule clinical and educational Telehealth sessions in collaboration with local staff.
- Prepare and distribute the Telehealth Schedules as appropriate.
- Support medical staff and other professional staff during Telehealth sessions
- Communicate regularly with telecommunication partners to arrange bookings, track, report, and solve problems.
- Troubleshoot and problem-solve individually and with colleagues to ensure smooth operation of Telehealth.

#### **4. Contribute to a culture of patient safety and equitable care within the TCSA.**

- Ensure positive patient identification through the use of dual patient identifiers.
- Reduce the spread of infection through effective hand hygiene.
- Use effective and respectful communication at point of patient information transfer and discharge.
- Effectively assess patient risk through established Health Authority protocols.
- Advocate for the dignity and respect of patients.
- 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.
- Safeguard 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.

#### **5. 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 primary care and across the organization.
- Develop a supportive rapport with individuals and their families to facilitate collaborative relationships with other integrated team members.
- Determine 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 support team colleagues.
- Collaborate proactively with all integrated and interdisciplinary team members

utilizing a client centered approach to facilitate and maximize healthcare outcomes.

- Communicate effectively with other health care team members to provide continuity of care and promote collaborative efforts directed toward quality patient care.

## **WORKING CONDITIONS**

### **Physical Demands**

No unusual demands.

### **Environmental Conditions**

As the first point of contact, there will be exposure to communicable diseases. In performing some of the duties there is also a risk to exposure to body fluids, human waste, and hazardous materials (sharps, toxic wastes, cleaning solutions).

### **Sensory Demands**

No unusual demands.

### **Mental Demands**

No unusual demands.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of standard office administration protocols, procedures and best practices.
- Knowledge of medical records and the ability to learn records management and to use an electronic medical record system.
- Knowledge, application and maintenance of quality, safety and infection control standards.
- Ability to perform computer based tasks and utilize electronic health record system which includes accessing and reading charts/provider notes for basic information to respond to client's inquiries/requests; enter notes in records; and perform complex scanning of documents to health records.
- Organization and attention to detail skills in order to administer the multitude of activities to ensure clients are served in a respectful, confidential and timely manner.
- Interpersonal skills with ability to communicate with people of diverse cultures and backgrounds, medical backgrounds and other professional practitioners.
- Ability to develop and monitor a system for tracking the status of various actions and correspondence.
- Ability to follow through on commitments relating to work activities and personal actions.
- Ability to defuse conflict when dealing with irate/upset patients in an effective and professional manner.
- Ability to work in an electronic environment, including but not limited to Microsoft Office suite, Electronic Medical Records (EMR) and other computer systems.

- Skillful at prioritizing needs, problem solving and decision making in a clinical setting.
- Ability to prioritize and manage multiple responsibilities.
- Ability to comprehend and follow direction both in writing and verbally.
- Apply organizational and time management skills to facilitate the multitude of activities which ensure patients are seen in a timely manner.
- Ability to understand and recognize the cultural, social, and political realities in the Northwest Territories.
- Ability to acquire knowledge to recognize the impacts of colonization and residential schools on Indigenous health outcomes and the way health and social services is delivered
- Ability to orient new staff in the performance of duties and to ensure backup coverage by other clinic staff.

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

A Medical Office Assistant diploma, and two (2) years of experience in a medical or health care facility.

**ADDITIONAL REQUIREMENTS:**

Proof of immunization in keeping with current public health practices.

To be completed within the first 6 months of employment: hand hygiene, fire safety, and Workplace Hazard Management Information Systems training.

**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: Tlicho**

- Required
- Preferred