



Tłıchǵo Community Services Agency  
 Dǵ Nāke Lanı Nāts'etso • Strong Like Two People

## **IDENTIFICATION**

<b>Department</b>	<b>Position Title</b>	
Tłıchǵo Community Services Agency	Lay Dispenser	
<b>Position Number(s)</b>	<b>Community</b>	<b>Division/Region(s)</b>
27-8405	Wekweètì	Health & Social Program/Tłıchǵo

## **PURPOSE OF THE POSITION**

To help preserve life and promote healing of residents within Wekweètì in accordance to the philosophy and objectives of the Tłıchǵo Community Services Agency, to lessen pain and suffering and prevent further harm or disability among local residents in the absence of an on-site medical practitioner.

## **SCOPE**

The TCSA administers all regional health and social programs delivered to a population of approximately 3000 residents of the Tłıchǵo region through 3 Community Health Centers, 1 Community Health Station as well as 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' wellbeing through excellence, accountability and respect for regional diversity.

Located within the Wekweètì Health Station and reporting directly to the Nurse in Charge (NIC) the Lay Dispenser is the only health care provider located within the community which has a population of approximately 135 residents.

The Lay Dispenser provides health care in the absence of trained medical and nursing personnel under the long-distance direction and guidance of the medical/nursing staff of the Tłıchǵo Region. Services include but are not limited to delivering and ensuring that prepackaged medications are delivered and ingested by patients; assisting in the scheduling of residents into special clinics held within Wekweètì; monitoring and reordering of stocked medications and other supplies; participating in community health education sessions in the

absence of the Community Health Representative; and taking the local lead in dealing with any emergency medical situations which often result in a medivac.

When providing basic and emergency care or assessment, the Lay Dispenser will be required to independently perform a basic assessment (vital signs, weight, and height) and provide the results to medical/nursing personnel for diagnosis and treatment which may be performed by the Lay Dispenser if within the Lay Dispenser's scope of practice.

## **RESPONSIBILITIES**

### **1. Provide patient care to patients/clients in the absence of trained medical and nursing personnel in order to ensure adequate access to emergency and continuous health care for all residents of Wekweètì.**

- Assess a variety of medical conditions and emergencies, noting full details of the patients' condition such as but not limited to temperature, pulse, blood pressure, respirations, oxygen saturation, skin condition, location and severity of pain, and general condition (i.e. restlessness, anxious, aggressive, comatose, etc.).
- Record accurate signs and symptoms and history of illness or injury (where, when, how) and chart all treatments provided.
- Deliver and ensure ingestion of medications as directed by the CHN or Physician
- Provide treatment as directed (i.e. including but not limited to performing simple dressings, foot baths, etc.),
- Monitor condition of patients/clients throughout the duration of their illness, injury or condition,
- Provide medical interpretation to residents of Wekweètì using the NWT's Medical Interpreter's Guide,
- Assist patients to achieve their optimum level of health in situation of normal health, illness, injury, or through the process of dying,
- Advocate the dignity and self-respect of patients,
- Promote the autonomy of patients and help them to express their health 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.

### **2. Provide emergency first aid and treatment of conditions under the direction of the Community Health Nurse (CHN) or other health care provider.**

- Report non-urgent, urgent or emergent problems to the CHN or NIC in Behchokò to provide medical direction,
- Identify the First Aid treatment required and provide the treatment based on standard First Aid training (i.e. including but not limited to maintaining the airway, breathing and circulation (ABC's), controlling bleeding, applying splints, providing cardio-pulmonary resuscitation (CPR)).
- Prepare patients for transportation (Medevac) and ensure they receive safe transport to the airport for pick up

- 3. Assist the NIC, CHN or Medical Travel Clerk with arranging transportation (including medivac and appointments for special clinics) of patients both to and from regional centers in order to ensure the patient receives appropriate care.**
- 4. Facilitate patient and family educational/teaching based on community health needs and the needs of individual patients.**
  - Ensure local clients are aware of special clinic visits and when they are supposed to come to the Health Centre for appointments,
  - Make regular home visits to teach simple First Aid, home nursing and good sanitation habits in order to help people improve their level of wellness,
  - Assist the CHR with teaching safety procedures (i.e. fire, water, vehicles, etc.),
  - Introduce new medical and nursing staff to local residents, traditional ways of life and culture,
  - Interpret as required, to facilitate dialogue between clients and health personnel (i.e. during home visits, medivac, clinics, etc.), and
  - Attend health related meetings within the community as a TCSA representative and ensure that the TCSA is aware of community concerns.
- 5. Provide administrative and record keeping functions within the local health center.**
  - Monitor the condition of the Health Centre and notify the NIC in Behchokò of any problems,
  - Ensure that technological equipment is in good working order at all times and report any problems to the NIC in Behchokò.
  - Ensure medical supplies are safely stored (i.e. not accessible by anyone other than the Lay Dispenser and stored at the proper temperatures), and monitor stock levels and order medications (and other stock items) through Behchokò Health Centre as required.

## **WORKING CONDITIONS**

### **Physical Demands**

Approximately 1-2 times per week at 10 minutes per incident the incumbent will be required to lift, carry or support patients while providing patient care. This includes incapacitated patients within the Health Station and emergency patients coming to the Health Station. The incumbent will also be required to lift and move medical equipment and other supplies (often in excess of 20 pounds) on a regular basis.

### **Environmental Conditions**

For entire shifts the incumbent will have moderate levels of exposure to: communicable diseases (e.g., tuberculosis); other body fluid; and hazardous materials (sharps, toxic cleaning solutions); that can result in potential health risks to the incumbent.

## **Sensory Demands**

50%-75% of the incumbent's day will be spent providing direct patient care where the incumbent will be required to use the combined senses of touch, sight, smell and hearing during assessment and provision of care in controlled (i.e. clinic) and occasionally uncontrolled (i.e. client's home) settings. These sensory demands can be further challenged by emergency situations in poor conditions (e.g., outdoors, in vehicles, etc.).

## **Mental Demands**

Responding to the daily needs of clients and their family members can be professionally stressful. Residents may require care at any time (day or night, on or off duty), which may disrupt the incumbent's family and social life, causing personal stress for the incumbent and the incumbent's family.

From time to time Community Health Stations provide nursing services to abusive patients, individuals under the influence of drugs or alcohol and/or RCMP escorts, at which time the

Lay Dispensers may be verbally or physically assaulted. The incumbent may experience significant stress at these times, due to a very real concern for safety and well-being.

The incumbent must be able to maintain a positive attitude when responding to all of these situations, and must have the ability to deal effectively with angry and frustrated people. Patience, tact, and sound judgment are required as well as the ability to use non-violent crisis intervention techniques, at all times with due regard for Tłchq culture and traditions

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of and an ability to apply basic First Aid and CPR in order to preserve life and promote healing (including an ability to identify and provide treatment for conditions such as but not limited to drowning, hypothermia, heart attack, etc.),
- Knowledge of and an ability to provide basic home nursing,
- Knowledge of healthy aging process,
- Knowledge of traditional healing methods as well as community and cultural norms,
- An ability to speak, read and write English (this includes an ability to follow verbal and written instruction from nursing, medical and dental personnel and interpret health information accurately - following the Medical Interpreter's Guide),
- Ability to operate basic office equipment (i.e. telephones, fax machines, computer, etc.).
- Ability to operate basic medical equipment required to assess patient vital statistics and condition (i.e. Dynamap, thermometer, stethoscope, sphygmomanometer, Blood Glucose Monitor, forceps, scissors, simple suction equipment, stretchers, etc.).
- An ability to apply bandages dressings and/or splints.
- The incumbent must be aware of the importance of confidentiality and be able to keep personal and medical information private and confidential at all times.
- Sensitivity to the cultural, social and political issues in the NWT.

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

- Completion of Grade 12
- First Aid and CPR within 3 months of hire
- Additional training in first responder, emergency medical responder or community health representative would be an asset.

**ADDITIONAL REQUIREMENTS**

**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 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

**Aboriginal language:** Tlicho

- Required
- Preferred