



Tlicho Community Services Agency
Dq Nike Lam Nats'otso - Strong Like Two People

IDENTIFICATION

Department	Position Title	
Tlicho Community Services Agency	Clerk Reception Long Term Care	
Position Number	Community	Division/Region
27- 94029	Behchokò, NT	Health & Social Program/ Tlicho

PURPOSE OF THE POSITION

The Clerk Receptionist is responsible for providing reception, clerical, and administrative services for the Long Term Care Facility (LTCF) in accordance with Tlicho Community Service Agency policies, procedures, and practices

SCOPE

The scope of the Tlicho 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 Tlicho communities of Behchoko, Gameti, Wekweeti and Whati. Established in 2005 as part of the Tlicho Agreement, the Agency is designed to be an interim GNWT organization through which the Tlicho 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 approximately of 30 million dollars. Programs and services include K-12 education, health and wellness, child and family services, mental health and addictions, continuing care and independent living.

The Tlicho 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 Tlicho and non-Tlicho knowledge have complementary strengths, which together can achieve solutions to contemporary problems which neither could alone.

The Long Term Care Facility in Behchoko, the Jimmy Erasmus Seniors Home, is a level 3, territorial facility serving the residential needs of 16 seniors admitted through the Territorial Admissions Committee and the needs of 2 respite/palliative clients.

Residents within the Long Term Care Facility are usually long-term convalescent, geriatric or respite patients. These residents live within the facility and are experiencing a chronic illness

or disability that has resulted in physical frailty and/or cognitive impairment and require 24-hour care. The residents' medical outcomes are somewhat predictable.

Reporting to the Clinical Care Coordinator, the incumbent is the first point of contact within Jimmy Erasmus Seniors Home and is responsible for providing courteous and culturally sensitive reception and clerical services to residents, staff, family members, service providers and the public. This position is central to the coordination of communications within the Home.

RESPONSIBILITIES

1. Provide receptionist services and clerical support in order to ensure efficiency and effectiveness within the LTCF

- Receiving, directing and relaying telephone and fax messages
- Directing residents, callers and visitors to the appropriate staff member
- Monitoring the activities of residents near the front entry to ensure safety and security
- Sorting and delivering the mail
- Forward incoming invoices to the appropriate the TCSA financial department to provide coding and authorization
- Maintaining the general filing system and filing all correspondence
- Assisting in the planning and preparation of meetings, conferences and conference telephone calls
- Maintaining an adequate inventory of office supplies
- Responding to public and client inquiries
- Providing word-processing and secretarial support
- Manages resident information and contact sheets

2. Perform clerical duties in order to maintain LTCF administration

- Developing and maintaining current and accurate electronic and hard copy filing systems
- Prepares newsletters, pamphlets and promotional materials using the various computer software packages
- Schedules, confirms and changes residents' appointments and advises thereof;
- Assembles and maintains clients files according to procedures
- Registers residents and enters information in the computerized client information system as directed by staff
- Ensures that all resident information is filed in a safe and secure place
- Prepares and maintains current mailing list, prints mailing labels, compiles and sends out material as directed by staff
- Updates reference manuals and protocol manuals as directed by the supervisor
- Proof reads printed material, obtains originator's signature, duplicates and distributes
- Coordinating the repair and maintenance of office equipment.
- Submits monthly tenant and occupancy reports.

3. Perform other related duties as required by:

- Assist staff with email, EMR, Peoplesoft
- Record staff attendance
- Coordinate job administration to new staff and or replacement jobs
- Recommending changes to office procedures to promote best practices
- Assist Clinical Care Coordinator with monthly newsletter
- Assist with volunteers programming
- Interprets and translates verbal Tlcho/English for LTCF residents in order to facilitate correct and timely communication for timely and effective program delivery
- Ensuring annual income tax returns are completed for all residents
- Transportation of clients as needed.
- Performing other related duties as required.

WORKING CONDITIONS

Physical Demands

The incumbent must be able to sit for prolonged periods of time, read the computer screen and concentrate on information for prolonged periods of time, and complete repetitive motion.

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 and sterilizing solutions); that can result in potential health risks to the incumbent.

Sensory Demands

No unusual demands identified

Mental Demands

The incumbent must be able to prioritize competing demands for service from staff, residents, their families, and the community while delivering service in a professional and respectful manner.

Establishing relationships with aged residents who may be ill or disabled can be stressful. Chronic care residents may be especially demanding of incumbents causing stress. Family members can be challenging, and lack understanding of the limits to care in a facility, causing stress.

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 Tlcho culture and traditions.

KNOWLEDGE, SKILLS AND ABILITIES

- Clerk Receptionist and office administration knowledge
- Analytical and problem solving skills
- Interpersonal and listening skills
- Windows based operating systems and Microsoft Office software, including word processing, database, spreadsheet and communication software
- Knowledge of the security system and the safety and security of residents
- Demonstrate cultural sensitivity
- Ability to speak Tlicho is an asset
- Experience with elders is an asset
- CPR and Basic First Aid training.
- The incumbent must be familiar with the operation of the following equipment such as, photocopier, fax, email, telephone
- Confidentiality is of prime importance, as well as tact, discretion and the ability to communicate effectively. Failure to demonstrate these qualities may result in inappropriate decision making and negative publicity for the organization.

Typically, the above qualifications would be attained by:

High School Diploma

The preferred incumbent will have training in office administration and medical administration would be an asset.

1 year office administration experience

Equivalencies will be considered.

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

Indigenous language: Select language

- Required
- Preferred