



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Relief Clerk Interpreter	
Position Number	Community	Division/Region
37-15506	Fort Liard	Community Health Services / Dehcho

## PURPOSE OF THE POSITION

The Relief Clerk Interpreter will greet patients and callers; answer telephones, direct calls and take messages; direct patient flow, schedule patient appointments for the clinic, in accordance with Northwest Territories Health and Social Services Authority (NTHSSA) Policies and Procedures, and Clinic protocols, while balancing client needs, and Health Care team availability.

## SCOPE

NTHSSA is the single provider of all health and social services in the Northwest Territories, with the exception of Hay River and Tłı̨chǫ regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-aboriginals. Health and social services includes the full range of primary, secondary and tertiary health services and social services including family services, protection services, care placements, mental health, addictions, and developmental activities, delivered by more than 1,400 health and social services staff.

While the Tłı̨chǫ Community Services Agency (TCSA) will operate under a separate board and Hay River Health and Social Services Agency (HRHSSA) will in the interim, the NTHSSA will set clinical standards, procedures, guidelines and monitoring for the entire Northwest Territories. Service Agreements will be established with these boards to identify performance requirements and adherence to clinical standards, procedures, guidelines and policies as established by the NTHSSA.

Under the direction of the Minister of Health and Social Services, the NTHSSA is established to move toward one integrated delivery system as part of the government's transformation strategy.

Reporting to the Nurse in Charge (NIC), at the Fort Liard Health Center, the Relief Clerk Interpreter is responsible for maintaining and promoting communication, and controlling patient flow in a fast paced, high volume environment.

The incumbent, as first point of contact, acts as a liaison between clients, staff, Physicians and other Health Care institutions, and professionals by relaying information in an accurate and timely manner.

This position is guided by general procedures, but must make judgments about a wide variety of calls and questions dealt with during the workday. Judgments include the nature and urgency of patient requests, and whether to interrupt members of the Health Care team to take the call. Given the pace and volume of the Clerk Interpreter's work, prioritization of clinical situations is constantly challenging.

Proper scheduling of clients and timely management allow the Health Care team to productively care for their patients.

## **RESPONSIBILITIES**

### **1. Act as Clerk Interpreter for Clinic.**

- Greet clients (in person and on the telephone).
- Answer, screen and transfer calls.
- Assess each call or request, relays messages and information, as required.
- Relay pertinent information to staff or Physicians as required by client or staff from other departments or Health Centers (i.e. labs, specialist bookings, nursing stations, etc.).
- Carry out follow-up procedures to track areas of health concern ensuring deadlines are met and decisions are implemented.
- Contact clients for follow-up and/or cancellation of appointments.
- Act as Interpreter for visitors to the Health Centre.
- Maintain list of specialist appointments for follow-up and complete required administrative procedures related to clinics.
- Identify matters of priority for the attention of the Physician, NIC, and Community Health Nurses; receive instructions on subsequent course of action and does so in a timely manner.
- Maintain security and confidentiality with respect to client interactions and other dealings surrounding the Health Centre environment.
- Ensure the Fort Liard Health Centre reflects a positive and professional image through effective communication, protocols, policies and procedures.
- Performs other duties as directed by Supervisor.

### **2. Interpreter Services.**

- Provide translation and/or explanations of the care plan.
- Assist NTHSSA staff with client communications.

**3. Provide clerical and other support services to the Supervisor, staff and Physicians of the clinic.**

- Convey or obtain information as required by telephone/fax to assure support work of the clinic is completed on a timely basis.
- Handle incoming/ outgoing mail.
- Assist with physician billing and coding.
- Photocopy information for patients as requested by Physician, maintaining confidentiality guidelines.

**WORKING CONDITIONS**

**Physical Demands**

The incumbent is required to bend, twist, stretch, lift, sit and stand on a regular basis.

**Environmental Conditions**

There will be exposure to communicable disease due to client contact.

**Sensory Demands**

This position requires focused listening for extended periods of time.

**Mental Demands**

The incumbent experiences lack of control over work volume and pace. Concentrated attention to detail for prolonged periods of time and frequent interruptions may be required.

The incumbent may be required to interact with frightened, emotionally distraught, angry or stressed patients.

**KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of general office procedures to work effectively as part of the Clinic team.
- Knowledge of electronic equipment such as computer, fax and photocopy machines and the ability to operate them.
- Ability to self-direct, and to organize work with minimal supervision.
- Interpersonal and verbal communication skills to maintain a professional manner in all situations.
- Time management skills to complete tasks in order of importance while dealing with competing priorities.
- Written communication skills to maintain patient records.
- Knowledge of confidentiality protocols and ability in their application to ensure patient and other information is kept confidential.
- Ability to acquire the knowledge of the geographic and/or cultural needs of patients, and how this affects the delivery of Health Care to ensure sensitivity to patient needs.

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

Completion of Grade 10.

**ADDITIONAL REQUIREMENTS**

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

First Aid and CPR Certificates.

**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: South Slavey**

- Required

- Preferred