



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Community Health Representative	
Position Number(s)	Community	Division/Region(s)
37-5617	Fort Liard	Continuing Care Services/Dehcho

PURPOSE OF THE POSITION

Reporting to the Regional Health Promotion Coordinator (RHPC), the purpose of the Community Health Representative (CHR) is to provide Health Promotion and Disease Prevention programs and services in accordance with the philosophy, vision, mission, goals and objectives of the Northwest Territories Health and Social Services Authority (NTHSSA); The purpose of these programs and services is to promote the prevention of disease, maintenance of health, and the overall wellbeing of the communities.

SCOPE

The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider of all health and social services in the Northwest Territories (NWT), 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.

The NTHSSA administers all regional health and social services delivered through 3 Community Health Centers, 6 Community Health Station and 1 Long Term Care facility in the Dehcho Region. The NTHSSA provides and supports the delivery of health care services to adults and children on an outpatient and outreach basis as well as to residents of the Long Term Care facility in order to enhance healthy communities' well-being through excellence, accountability and respect for regional diversity.

Reporting to the Regional Health Promotion Coordinator (RHPC), the Community Health Representative (CHR) works with community members, health care providers, and other agencies to promote healthy living and well-being in the Dehcho communities. The CHR has a significant role in acting as a liaison between the communities and the NTHSSA. This practice ensures that individuals within their respective communities have access to knowledge and resources that promote health and healthy lifestyles and identify illness prevention information that may be specific for communities. Health Promotion Programs and Services include the delivery of public health and homecare programs designed to promote community health and wellness (i.e. including but not limited to Well-Child/Woman/Man clinics, pre and post-natal clinics, school health program, chronic disease clinic, communicable disease surveillance, etc.).

Programs and Services may be provided within the Health Centre, Health Stations, community halls, schools or in a patients/clients home (i.e. elderly population). Programs and Services are intended to promote a healthy way of life, and reduce the incidence of disease. Services may be provided on an individual basis or as part of a multi-disciplinary team.

The CHR is expected to travel across the Dehcho communities to provide services as needed and as identified by the Regional Health Promotion Coordinator.

RESPONSIBILITIES

- 1. Provide and participate in the delivery of community health programs (i.e. including but not limited to Well-Child/Woman/Man clinics, pre and post-natal clinics, school health program, chronic disease clinic, communicable disease surveillance) according to the GNWT Health Standards in order to protect, prevent and reduce the incidence of communicable disease, to promote a healthy life style and to reduce the incidence of disability and/or death to all community members.**
 - Deliver community health programs (both pre-packaged and requiring development by the incumbent to fit community needs),
 - Encourage community members to attend and participate in education and health promotion sessions,
 - Use and involve the media (such as local radio, T.V. and newspaper) to facilitate

- mass public education on health related topics,
- Assist in the arranging of specialty clinics with physician specialists or other health care providers (i.e. make sure individuals scheduled for an appointment know they are scheduled and are aware of what services are being provided),
 - Assist in the evaluation of community health programs and offer suggestion for improvement where appropriate (culturally sensitive support),
 - Act as a local resource for other community based health care workers, and promote a safe and healthy environment in homes, schools and throughout the community
- 2. Facilitate client and family educational/teaching based on the needs of the individual.**
- In collaboration with Health Care providers facilitate individual learning to clients and their families in relation to clients affected by an illness or injury (i.e. self-care, health promotion, etc.) as directed,
 - Determine a clients' knowledge of their health, disease process and learning needs.
 - Participates in the development of community specific educational resources necessary to support clients.
- 3. Advocate for practice environments that have the organization and resource allocations necessary for safe, competent and ethical nursing care.**
- Explain local culture, community health needs, and problems to health care professionals to encourage appropriate programming and communication techniques are used to meet NTHSSA goals,
 - Collaborate with nurses, peers and other members of the health care team to advocate for health care environments that are conducive to ethical practice and to the health and well-being of patients and staff.
 - Participates in research (i.e. flu watch) and special projects related to the community's health status.
- 4. Record specifics of all encounters or services provided for statistical purposes and follow up.**
- 5. Assist the Regional Health Promotion Coordinator, CHN or Medical Travel Clerk to arrange for the transportation (including medevac and appointments for special clinics) of clients to and from regional centers in order to ensure the client receives appropriate care and/or after care.**
- 6. Deliver pre-dispensed (i.e. bubble pack) medications to patients as directed by CHN/NP/Physician.**

WORKING CONDITIONS

Physical Demands

The incumbent will be required to carry supplies and equipment from health unit to homes or teaching locations, using stairs, obtaining water samples, and climbing in and out of a vehicle several times a day which may lead to moderate levels of physical fatigue.

Environmental Conditions

When assisting other health care professionals with client care (such as health screening), the incumbent may be exposed to human body fluids, including blood. During home visits the incumbent may be exposed to smoke, unsanitary conditions and potentially abusive (verbal and physical) patients or family.

As a result of living in an isolated, northern community, the incumbent may be required to travel on small planes and on ice or winter roads when traveling to or from the community.

Sensory Demands

The incumbent will be involved in situations where the incumbent will need to deal with difficult client experiencing medical problems that require an immediate outcome. As a result the incumbent will need to use combined senses to accurately assess clients and situations in order to respond appropriately and diffuse potential problems.

Mental Demands

The CHR may become involved in situations with community members who are experiencing stress or confusion with respect to the delivery of health care or the status of their own health. This involvement/interaction may occur at any time (day or night). This may cause a significant disruption to the incumbent's family and social life.

Within the health care setting there can be significant lack of control over the work pace, with frequent interruptions (work is often dictated by external factors) that may lead to mental fatigue or stress.

From time to time CHR may be required to assist CHN or Community Health Worker (CHW) during the provision of nursing services to abusive patients, individuals under the influence of drugs or alcohol and RCMP escorts which may result in the risk of physical and/or verbal assault. 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). As a result, there may be concern for safety and well-being of the incumbent which may cause extreme levels of stress on the incumbent both during and after working hours.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of current trend in health promotion, community development and adult education theory as well as a basic understanding of common disease processes and conditions throughout the life span,
- An ability to identify health issues and formulate an action plan. This includes an ability to formulate teaching plans and use audio visual and other teaching aids as well as an ability to create teaching materials that is culturally appropriate for the client's needs.
- 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, etc.).
- Knowledge of and an ability to work effectively in a cross-cultural setting and work with community groups and resources.
- Knowledge of and ability to operate word processing applications (i.e. Microsoft Word) in order to complete training materials and presentations, electronic mail to send and receive mail and the internet in order to conduct on-line research.
- An ability to educate patients and their families (where applicable) on appropriate self-care methods and techniques as directed by a health care provider (i.e. NIC).
- Knowledge of and an ability to network resources within and outside the DCSB (i.e. Social Services, Public Health, medevac teams etc.) in order to provide comprehensive health promotion and education.
- 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.

Typically, the above qualifications would be attained by:

NWT Community Health Representative training program.

ADDITIONAL REQUIREMENTS

NTHSSA-Dehcho Region Requirements

Within the NTHSSA, the CHR must be able to acquire within a reasonable time frame and remain current with the following training and certifications:

- Internet, word processing and electronic mail,
- Standard First Aid, and
- Certification in basic CPR.

An ability to speak the local aboriginal language is an asset. Incumbent is required to hold a standard driver's license. An ability to speak the local aboriginal language is an asset.

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: To choose a language, click here.

- Required
- Preferred