



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Indigenous Patient Liaison	
Position Number	Community	Division/Region
48-11854	Yellowknife	Indigenous Wellness Program / Stanton Territorial Hospital

PURPOSE OF THE POSITION

The Indigenous Patient Liaison (Liaison) engages with the patient and/or family in their own Indigenous language, supporting equitable access and quality care to patients and their families, by helping patients and families to understand and navigate needed services within the hospital, assisting with their understanding of care plans, and providing or facilitating the provision of practical, social, and sensitive supports, as required.

The position also assists in the planning and provision of culturally relevant training and support to health care providers, to ensure quality and culturally sensitive holistic healthcare.

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 Tłıch'o regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Métis, and non-Indigenous. 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 Tłıch'o 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.

STH is an accredited facility, located in Yellowknife, Northwest Territories (NWT). Stanton is the referral center for approximately 43,000 NWT residents and 6,000 residents from the Kitikmeot Region of Nunavut. Stanton provides health care services to adults and children on an inpatient/outpatient and outreach basis in order to restore health with dignity.

STH includes the territorial hospital inpatient units along with two outpatient clinics, one located within STH and the Stanton Eye Clinic located off-site; STH provides inpatient and outpatient Indigenous Liaison Services, and may provide liaison services for patients and families, in their interaction with other health and social services community agencies in Yellowknife on an as needed basis, depending on capacity. One of the main objectives is to enhance communication for Indigenous patients and families, and to provide them with culturally appropriate support. Indigenous peoples comprise 51% of the population in the NWT and constitute a significant proportion of patients receiving inpatient and outpatient care at Stanton Hospital.

As part of the multidisciplinary care team, the Liaison is actively involved in the planning of care and advocates for the needs of Indigenous patients and families. Frequently, Indigenous patients coming to STH from small communities have difficulty navigating their care due to differences in language, communication, and culture. The Liaison's role is to bridge the gap in communication between the hospital for the patient and their family. The primary goal is to improve the patient's wellbeing, cultural safety and understanding of health services and to engage them in their care plan.

Located in Yellowknife and reporting directly to the Manager, Indigenous Wellness, the Liaison is responsible for assisting Indigenous patients and their families with patient staff communication regarding the patient's health condition, care plan, and discharge plan to the community. The Liaison will work with the patient and health care providers to address and overcome any real or perceived barriers to communication, care and/or planning and to make the care environment as supportive to them as possible. Requests for the Liaison may come directly from the patient, family, or any health professional.

RESPONSIBILITIES

1. Delivers Indigenous Wellness Program services.

- Identifies individual patients' and/or families' needs, implements, and assists with the delivery of unit cultural programs.
- Actively offers and assists patients and/or families, healthcare providers in the selection of Indigenous Wellness Program services and their participation in these services.



- Identifies communications challenges for health care providers to help support improved understanding and awareness amongst the patient and their family about the patient, their care plan and discharge plan.
- Provides information and education to assist health care providers in more appropriately understanding the perspective of Indigenous patients, and thereby, improving their cultural competence in the provision of health care services.
- Assists with traditional healing activities, provided activities are safe for the incumbent and the patients and families.
- Participates in Stanton cross-cultural awareness education workshop(s).
- Actively offers, delivers, and assists with cultural activities (Traditional Foods, Arts and Crafts, Resource Materials, Respite, etc.).
- Makes patients and families aware of service options for spiritual services and assists them in accessing these services.
- Supports the palliative care of patients by offering language services, and social or other supports.
- Assists in the distribution and collection of evaluation surveys to patients.
- Assists in the preparation, cooking and serving of Traditional Foods to the patients of STH and residents of ECU.

2. Supports and facilitates effective communication between the Indigenous patient, their family, and the care providers within the hospital environment, to enhance patient wellness and successful treatment outcomes.

- Interprets and translates information pertaining to the patient's hospitalization from English to the patient's Indigenous Language. (i.e., advance directives; contents for treatment; diagnosis and prognosis; treatment plan; follow-up appointments and Health care education; etc.)
- Communicates information pertaining to patient's hospitalization (i.e. advance directives; contents for treatment; diagnosis and prognosis; treatment plan; follow-up appointments and Health care education; etc.) with other Indigenous clients when language specific cultural liaison are not available in English.
- Assists patients and families in improving their understanding of the care plan, through the provision of clear and effective language services.
- Assists patients in completing applicable Stanton forms and consent forms, through the provision of clear and effective language services.
- Communicates STH processes and procedures, through the provision of clear and effective language services.
- Participates as a member of the care team, supporting the patients.
- Maintains appropriate confidentiality and privacy for patients and their families, in accordance with NTHSSA requirements.
- Assists patients and non-medical escorts in understanding and/or navigating the discharge planning process.



- Assists all stakeholders in overcoming perceived or real cultural barriers that will ensure culturally relevant healthcare is provided.
- Utilizes technical tools (i.e., medical terminology dictionary; medical Interpreter Handbooks; computers; etc.) provided by Stanton.
- May provide escort support to Indigenous patients so that they can attend meetings/appointments in the community.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

Work in a Hospital environment with patients and may be frequently exposed to infectious diseases.

Incumbent may occasionally be exposed to smoke, during Traditional Cultural Activities (Feed the Fire, Smudging etc.)

Sensory Demands

The incumbent's position demands hearing and listening for the full meaning, capturing feelings and noting all cues, while maintaining objectivity.

Mental Demands

The incumbent is often present in emotionally disturbing situations, such as relaying diagnoses to patients and their families.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of culture, traditions, social history, and economic conditions of Indigenous peoples in the Northwest Territories.
- Knowledge of traditional foods and their preparation.
- Knowledge and understanding of patient safety principles and practices in all day-to-day activities.
- Knowledge and understanding to follows all safe work practices and procedures and immediately communicate any activity or action which may constitute a risk to patient safety.
- Analytical and organizational skills.
- Communication skills, both oral and written, in English and an Indigenous language.
- Skills cooking and preparing traditional foods within a group setting.



- Skills as an interpreter/translator.
- Ability to work in a cross-cultural environment.
- Ability to work with all Indigenous people and develop and maintain effective interpersonal relationships.
- Ability to cope well with traumatic and stressful situations, and work as part of a healthcare team.
- Ability to demonstrate initiative, to self-direct and maintain program delivery.
- Ability to demonstrate good judgment.
- Ability to be flexible and alter normal procedures as needed, within accepted parameters.
- Skills in listening, understanding, and responding.
- Knowledge of and ability to have a client service orientation.
- Understanding of confidentiality requirements.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

Completion of Grade 10, with the ability to fluently speak the applicable Indigenous language in addition to English, and two years' experience providing customer service.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Required within 3 months of hire:

- Medical terminology
- Food Safety Level 2 Certification is mandatory.

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

STH has several certifications that are required upon hire, depending on the area where the employee works, including but not limited to: Aboriginal Cultural Awareness, Biohazardous Waste, Biosafety & Biosecurity, Infection Control, Workplace Hazardous Materials Information System (WHMIS) and others directly related to the incumbent's scope of practice.

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