



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Physiotherapy Aide	
Position Number	Community	Division/Region
48-12505	Yellowknife	Rehabilitation and Continuing Care/Yellowknife Region

## PURPOSE OF THE POSITION

The Physiotherapy Aide (PT Aide) assists in the provision of Physiotherapy services to patients of the Physiotherapy Unit under the direction and supervision of the Physiotherapist and in accordance with the philosophy and strategic priorities of the Northwest Territories Health and Social Services Authority (NTHSSA). The PT Aide will deliver service in a safe, effective, and efficient manner that ensures patients realize and maintain maximum physical mobility and functional independence.

## SCOPE

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-indigenous. Health and social services include 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) and Hay River Health and Social Services Agency (HRHSSA) operate under separate boards, 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 NTHSSA.

NTHSSA administers health and social services to the residents of the Yellowknife Region in the NWT. NTHSSA directly and contractually employs over 300 staff who deliver these services in Yellowknife, Ft. Resolution, Lutselk'e, N'dilo, and Dettah for the Yellowknife Region. NTHSSA



provides and supports the delivery of services to adults, children, and seniors on an inpatient, outpatient, and outreach basis at multiple sites across the city of Yellowknife and the Communities of Lutselk'e, N'dilo, Dettah, and Ft. Resolution. These services include community-based social services, a public health clinic, primary care services, rehabilitation services, home and community care services, and long-term care/extended care services.

The legacies of colonization and residential schools have impacted Indigenous health outcomes and the way health and social services are delivered and accessed. The incumbent is required to always honor and promote a culturally safe environment. Practicing from a trauma informed care perspective is expected and the position requires that interaction with clients and families is tactful, respectful, and humble.

There are four regional rehabilitation teams located in Fort Smith, Hay River, Inuvik, and Yellowknife. Rehabilitation services consist of audiology, occupational therapy (OT), physiotherapy (PT) and speech language pathology (SLP). All teams provide PT, OT and SLP services; the Yellowknife and Inuvik teams provide audiology services. Each regional team is responsible for delivering services within the community where they are located as well as other smaller communities. The provision of regional services is achieved using various methods of delivery including community travel clinics, telehealth, telephone, etc. Child Development Teams (CDT) are located within the Yellowknife and Inuvik rehabilitation teams. Additionally, a territorial Youth Fetal Alcohol Spectrum Disorder (FASD) Diagnostic and Family/Community Support program is embedded in the Yellowknife CDT.

Reporting directly to the Territorial Manager, Physiotherapy, the incumbent, under the direction and supervision of a Physiotherapist, assists in the provision of intervention, treatment and preventative education to in-patients, out-patients and community patients ranging from pediatrics to geriatrics. The Physiotherapy Unit consists of the Territorial Manager, Physiotherapy, Physiotherapists, Rehabilitation Assistant(s), PT Aide(s) and Program Assistant. The Physiotherapy Unit has approximately 10,000 encounters a year. Patients of the Physiotherapy Unit are referred by themselves, physicians, nurse practitioners or community nurses.

The Physiotherapy Aide works with patients of all ages with a wide range of acute and chronic problems involving the musculoskeletal, neurological, pulmonary, and cardiovascular systems. These acute or chronic problems may be congenital or caused by a wide variety of illnesses or injuries. The incumbent's pediatric patients, unlike adults, may be unable to request assistance, or communicate needs when required.



## **RESPONSIBILITIES**

- 1. Assists in the implementation of Physiotherapy treatment plans by providing direct care and therapy to patients under the direction of the physiotherapist.**
  - Assists with rehabilitative and therapeutic activities such as mobility, stretching and strengthening exercises and programs.
  - Performs selected measures or tests as delegated by the Physiotherapist.
  - Sets up and applies modalities such as ultrasound, laser, TENS, NMES, mechanical traction, heat therapy, cryo-therapy, wax baths and IFC as per parameters established by the Physiotherapist.
  - Applies soft tissue techniques such as friction massage.
  - Transfers and escorts patients to and from the department
  - Documents and reports changes in patients' behaviors, response to treatment and progress
  - Monitors patients receiving treatment.
- 2. Assists in the effective management of the physical resources of the Physiotherapy department to ensure that Physiotherapy staff and patients have the necessary equipment and supplies available for therapeutic use.**
  - Provides inventory control and supply management including accurate records of items ordered and received, follow-up on late or lost orders.
  - Performs general departmental maintenance such as filling, cleaning, and monitoring temperatures on whirlpools, wax baths and hydrocollators.
  - Maintains the department's work area in a clean and orderly fashion.
  - Research medical supply catalogues for equipment and supplies and provides Physiotherapists with information on availability of goods and comparative pricing.
  - Monitors the equipment loan inventory.
  - Acts as a resource for patients, Physiotherapists, and other departments through knowledge of federal Non-Insured Health Benefits and territorial Extended Health Benefits and other insurance plans and ensures that the necessary forms and authorizations are obtained.
  - Contributes to patient care and safety by ensuring that equipment is properly assembled and maintained.
- 3. Contributes to the overall management of the department through participation in departmental planning activities and decision-making and by keeping accurate statistical records of activities.**
  - Gathers and records statistical data on the outcome measures that are utilized in the Physiotherapy Department.
  - Maintains workload measurements and statistics.



4. **Provides coverage to other Rehabilitation department Aides and Assistants during periods of expected or unexpected leave.**
  - Assists in the implementation of treatment plans at the direction of the clinician/therapist.
  - Maintains departmental inventories to ensure adequate departmental supplies.
5. **Workplace Health and Safety: employees of the Authority are committed to creating and maintaining a safe and respectful workplace for employees and patients/clients. Building a safe and respectful workplace is everyone's responsibility.**
  - All employees and contractors have a professional and personal responsibility to perform their duties to health and safety regulations, standards, practices and procedures.
  - All stakeholders (management, staff, UNW, and Worker's Safety and Compensation Commission (WSCC)) need to ensure our Workplace Health and Safety Committee works effectively, with a shared purpose of continuous quality improvement in health and safety.
  - All Managers and Supervisors play an active role in workplace health and safety through their daily management: identifying prevention opportunities, ensuring staff are trained in Risk Monitor Pro, investigating potential risk and accidents, and applying timely corrective measures.
  - A healthy workplace, where employees can prove quality service under safe conditions, is the right thing to do and makes good business sense.

## **WORKING CONDITIONS**

### **Physical Demands**

Approximately 80% of the incumbent's day will be spent providing physically demanding services to patients (e.g., moving and supporting patients, demonstrating exercises etc.) while providing care. Extensive hand and upper extremity use involved in provision of therapy techniques is required. The incumbent moves and lifts heavy therapeutic equipment during patient care. This often requires lifting equipment above shoulder height.

When providing treatment, the incumbent may need to arrange the work area (e.g., move furniture) in order to provide an area for the patient to practice skills or exercise.

### **Environmental Conditions**

During their day an incumbent may be exposed to communicable diseases, blood and body fluid that can result in potential health risk to the incumbent.

### **Sensory Demands**



The incumbent will be required to use the combined senses of touch, sight, and hearing during provision of care in a variety of settings. These settings may be distracting for both the incumbent and the patient (noise level, visual commotion, etc.).

The PT Aide must be constantly aware of patients' physical and emotional needs (mood, etc.) while providing care (80% of the workday). Observational skills are important in inspection of patient equipment, to ensure that equipment is safe for use.

### **Mental Demands**

The PT Aide has the opportunity to develop relationships with the patients of the Rehabilitation Services Department. The PT Aide is expected to remain calm, controlled, and professional, regardless of the situation and demonstrate compassionate care to the patient, family, and other members of the health care team. In addition, within the health care setting there can be significant lack of control over the work pace, with frequent interruptions that may lead to mental fatigue or stress.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

- Knowledge of current accepted standards of Rehabilitation Assistant - Physiotherapy practice with a broad base of skills.
- Knowledge of normal development, function and impairment related to physiotherapy including anatomy and physiology in a variety of age groups.
- Knowledge of fabrics, sewing, carpentry, splinting materials, and adaptive equipment to fabricate or make modifications to equipment.
- Knowledge of applicable policies, procedures, regulations, and legislation.
- Knowledge of and ability to operate a desktop computer and word processing applications to send and receive electronic mail, conduct research over the Internet, complete reports and resource materials.
- Knowledge and sensitivity to cultural, social, gender and age dynamics as they relate to the delivery of primary health care programs and services with an ability to deal with a variety of people in a non-judgmental way.
- Excellent written and oral communication skills including listening, observing, identifying, and reporting; including an ability to communicate effectively and efficiently to a divergent group of people. This includes an ability to communicate and interact professionally and effectively with irate patients.
- Ability to work with individuals at all levels in a variety of organizations at the community, regional and territorial level.
- Sensitivity to issues and the ability to lead in a collaborative way to inspire, influence and persuade.



- 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:**

This level of knowledge is typically acquired through the successful completion of a certification as a Rehabilitation or Physiotherapy Aide or Assistant from an accredited Canadian Institution or an equivalent combination of education, training, and experience plus a minimum of two years' clinical experience. Equivalent combinations of education and experience will be considered.

**ADDITIONAL REQUIREMENTS**

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

NTHSSA has several certifications that are required upon hire, depending on the area where the employee works, including but not limited to: Indigenous Cultural Awareness, Biohazardous Waste, Biosafety and 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