



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Community Health Representative	
Position Number	Community	Division/Region
48-12793	Fort Simpson	Continuing Care Services / Dehcho

PURPOSE OF THE POSITION

The Community Health Representative will 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-indigenous persons. 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) operates under a separate board, and Hay River Health and Social Services Agency (HRHSSA) remains separate in the interim, Service Agreements will be established with these boards to identify performance requirements and ensure adherence to clinical standards, procedures, guidelines and policies as established by the NTHSSA.

The NTHSSA administers all regional health and social services (HSS) delivered through 3 community health centers, 6 community health stations, 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 (LTC) 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 – including, but not limited to, Well-Child / Woman / Man clinics, pre and post-natal clinics, school health programs, chronic disease clinic, communicable disease surveillance – according to the Government of the Northwest Territories (GNWT) health standards; in order to protect, prevent and reduce the incidence of communicable disease, to promote a healthy lifestyle 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 suggestions / recommendations 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 education / learning 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.
 - Participate 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.
 - Participate 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

Physical exertion produced by the incumbent in carrying out the responsibilities of the position includes carrying supplies and equipment from the health unit to homes, or teaching locations.

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.

Sensory Demands

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).

Within the health care setting there can be significant lack of control over the work pace, with frequent interruptions.

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. 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).

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of current trends 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.
- Ability to identify health issues and formulate an action plan; including an ability to formulate teaching plans and use audio visual and other teaching aids, and the ability to create teaching materials that are culturally appropriate for the client's needs.
- Knowledge of traditional healing methods as well as community and cultural norms.
- Ability to speak, read and write English (this includes and 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.
- 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:

Northwest Territories, Community Health Representative training program.

ADDITIONAL REQUIREMENTS

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

Valid driver's license.

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.

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