



## **IDENTIFICATION**

<b>Department</b>		<b>Position Title</b>	
Northwest Territories Health and Social Services Authority		Rehabilitation Assistant, Occupational Therapy	
<b>Position Number</b>	<b>Community</b>	<b>Division/Region</b>	
48-12881	Yellowknife	Rehabilitation and Continuing Care Services/Yellowknife Region	

## **PURPOSE OF THE POSITION**

This position will play a lead role in implementing the Northwest Territories Health and Social Services Authority (NTHSSA) strategic objectives in the consistent delivery of quality acute care services within the NTHSSA. Under the strategic guidance of the NTHSSA, the position will implement, monitor, and provide reporting on the delivery of acute care services within their region.

The Rehabilitation Assistant assists in the provision of services to patients of the Occupational Therapy Department under the direction and supervision of the Occupational Therapist and in accordance with the philosophy and strategic priorities of the Northwest Territories Health and Social Services Authority (NTHSSA). The Rehabilitation Assistant also provides research, analytical administrative support and program implementation for the physiotherapists, speech-language pathologists, and audiologists. In addition, the Rehabilitation Assistant provides relief for the physiotherapy aide, occupational therapy aide, rehabilitation assistant, acute care and the rehabilitation clinical program assistants in their absence.

The Rehabilitation Assistant will deliver service in a safe, effective, and efficient manner that ensures patients realize and maintain maximum functioning and independence within efficient publicly funded services.

## **SCOPE**

NTHSSA is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of Hay River and Tłıchǫ 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) 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 the 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 honour and promote a culturally safe environment at all times. 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, Occupational Therapy, and with specific instruction from the Occupational Therapists, the incumbent maintains departmental inventories, equipment, resource information and will assist in the implementation of occupational therapy treatment plans with patients, helping the client to reach their functional



goals. Occupational Therapy services are provided on an in-patient, out-patient, community and school basis. The Occupational Therapy unit consists of the Territorial Manager, Occupational Therapy, Occupational Therapists, Rehabilitation Assistants, Occupational Therapy Aides and a Clinical Program Assistant.

This position will also provide administrative support when needed which may include scheduling and coordinating rehabilitation services based on the individual client needs and availability of services while being sensitive to geographical and cultural diversities.

### **RESPONSIBILITIES**

#### **1. Contributes to the safe delivery of occupational therapy treatment plans.**

- Assists with the implementation of patient care plans under the supervision and direction of the occupational therapists, and according to departmental guidelines.
- Documents interventions and provision of equipment to patients according to departmental charting guidelines.
- Ensures that equipment is properly assembled and maintained.
- Fabricates or makes modifications to equipment as needed using knowledge of adaptive equipment, fabrics, sewing, carpentry and splinting materials.

#### **2. Maintains inventory in the Occupational Therapy Department.**

- Ensures occupational therapists have an adequate supply of appropriate equipment and aids to carry out therapy with patients.
- Researches equipment options and assists the occupational therapists in selecting the optimum equipment for the client.
- Manages the equipment loan program including wheelchairs.
- Maintains (in good working order) departmental equipment inventory and loan program.
- Contributes to the fiscal management of the department.

#### **3. Facilitates equipment ordering, provision and funding applications.**

- Acts as a resource for patients, therapists, and other departments through knowledge of extended health and insurance plans.
- Ensures the necessary forms and authorizations are obtained.
- Maintains accurate records of orders and follows up on late or lost orders.

#### **4. Provides therapeutic support relief coverage in the absence of the Hearing and Speech, Physiotherapy or Occupational Therapy Aides.**

- Assists in the effective management of the physical resources of the audiology, physiotherapy, occupational therapy and/or speech-language pathology departments to



ensure that staff and patients have the necessary equipment and supplies available for therapeutic use.

- Assists in the implementation of rehabilitation treatment plans by providing direct care and therapy to patients under the direction of the therapist.
- Documents interventions and provision of equipment to patients according to departmental charting guidelines.
- Contributes to patient care and safety by ensuring that equipment is properly assembled and maintained.
- Coordinates telehealth meetings for therapists with patients and stakeholders in communities.

**5. Provides administrative support relief coverage in the absence of a Rehabilitation Clinical Program Assistant.**

- Schedules client appointments, for occupational therapy, physiotherapy, speech-language pathology and audiology.
- Coordinates schedules with other disciplines or departments as necessary, including Medical Travel.
- Receives and records physicians' referrals and prepares new client files.
- Maintains a waitlist for outpatient services.
- Facilitates communication between physicians, patients, staff and outside agencies, (e.g. WSCC)
- Registers patients and maintains database of cases and events through computerized scheduler.
- Provides clerical and receptionist support for the Rehab disciplines and Managers of Rehabilitation Services.

**6. 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 provide 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 bending and standing in awkward positions providing physically demanding services (e.g. repetitive and forceful use of hands) to patients while assisting the occupational therapists. The incumbent transfers patients who require assistance and moves and lifts children and heavy therapeutic equipment. This often requires lifting equipment above shoulder height. The incumbent may sit or stand for extended periods of time during carpentry and/or sewing tasks.

### **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. While maintaining or repairing equipment, the incumbent will work with power tools, solvents and glues and be exposed to related noise and fumes.

During home visits the incumbent may be exposed to unsanitary conditions, cigarette smoke and loud noises (e.g. crying baby).

### **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 that vary from controlled (e.g., hospital) to uncontrolled (e.g. patient's home). Uncontrolled settings may be distracting for both the incumbent and the patient (noise level, visual commotion, etc.).

The incumbent must use strong observational skills while inspecting equipment and when working with patients to accurately report to the occupational therapists.

### **Mental Demands**

The incumbent has the opportunity to develop relationships with the patients of the Rehabilitation Services Department. The incumbent is expected to remain calm, controlled and professional, regardless of the situation and demonstrate compassionate care to the client, family and other members of the health care team.

There is uncertainty in knowing what to expect while at work, especially in uncontrolled settings (e.g. home visits). There is legitimate concern about risk of verbal or physical assault and unknown and unpredictable situations (e.g., patients or family members under the influence of alcohol).



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. There is a large and varied volume of work that must be prioritized by the incumbent, demands are placed on this position by several different therapists all competing for the aide's time.

The incumbent is required to be motivated and innovative in the area of continuing education and practice to encourage the professional growth of self and others.

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

- Knowledge of current accepted standards of Rehabilitation Assistant practice with a broad base of skills.
- Knowledge of normal development, function and impairment related to occupational therapy 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 in order 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.
- 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.
- Sensitivity to issues and the ability to lead in a collaborative way to inspire, Influence and persuade.
- Ability to work with individuals at all levels in a variety of organizations at the community, regional and territorial level.
- 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 certification as an Occupational Therapy or Rehabilitation Assistant from an accredited Canadian Institution or an equivalent combination of education, training and experience.



## **ADDITIONAL REQUIREMENTS**

### **Stanton Regional Requirements**

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

NTHSSA has a number of 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