



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Community Program Assistant	
Position Number(s)	Community	Division/Region(s)
48-8417	Fort Good Hope	Community Health Centres/Sahtu

## PURPOSE OF THE POSITION

The Community Program Assistant is a member of the integrated health care team within the health centre. The incumbent is responsible for providing dedicated support to a designated Integrated Care Team (ICT) in the coordination and management of administrative duties to ensure residents have access to timely, professional and sustainable health and social services required to maintain optimal health. This includes the coordination of medical travel. This is done in accordance with generally accepted office and business communication practices and in accordance with the NTHSSA administrative policies and standing operating procedures.

## 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 Tłı̨ch̨ regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-Indigenous peoples. 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 Tłı̨ch̨ 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 was established to move toward as one integrated delivery system as part of the government's transformation strategy.

The NTHSSA Administers all regional health and social services delivered to 4 community Health Centers and 1 Community Health Station in the Sahtu Region. The NTHSSA provides and supports the delivery of health care services to adults and children on an outpatient and outreach basis in order to enhance healthy communities' well-being through excellence, accountability and respect for regional diversity.

Located within the Health Centre and Social Services Centre and reporting directly to the Nurse in Charge (NIC), the position impacts directly on the level of professionalism of the NTHSSA as the incumbent is a first contact with personnel and the public and must be prompt and courteous in dealing with sensitive issues.

The incumbent provides efficient administrative, clerical services and coordinates client services for the integrated care team. They must correctly identify client needs and expedite the delivery of appropriate client services to ensure that each client encounter occurs with the right provider at the right time.

The incumbent collaborates with the Integrated Care Team to ensure effective and efficient schedule coordination, verbal and written communication, information research/ transfer, and system coordination. The incumbent acts as a liaison with outside organizations to coordinate information and referrals according to the policies and procedures of the NTHSSA and acts to ensure that persons accessing the services receive optimal care. The incumbent may be required to assist with other activities such as scanning and linking documents to the Electronic Medical Records (EMR's) and is responsible for maintaining communication and assisting with meeting individuals' access needs in a fast paced environment.

## **RESPONSIBILITIES**

### **1. Deliver administrative and clerical support to members of the core primary care team, clients and other members of the integrated primary care team while maintaining exceptional customer service and cultural safety principles.**

- Provide client and family centered care and quality principles in the provision of services to clients and families.
- Verify and modify client demographic information within the Electronic Medical Record (EMR).
- Answer and direct telephone calls politely, respectfully and professionally, and take clear, concise messages, referring messages to the appropriate integrated care team member and/or program as needed.
- Assist clients in coordinating/completing forms as appropriate.
- Arrange for interpreters as required.

- Schedule and coordinate procedures, appointments and follow-up appointments for integrated care team members.
- Coordinate and communicate schedule changes/appointments to both the client and members of the integrated care team.
- Develop and maintain successful working relationships with clients, their families, colleagues and others.
- Understand key concepts of the integrated care team model including interdisciplinary collaboration, open access, continuity of care, empanelment, and case management.
- Facilitate and coordinate booking of specialist appointments and diagnostic tests, in and outside of Fort Good Hope, as requested by integrated care team members.
- Contribute to a safe and respectful workplace.
- Relay messages between integrated care team members and clients in a timely and efficient manner.
- Receive medical referrals and ensure that the referral is complete prior to sending the requested referral to the appropriate specialist.
- Assist clients in accessing care by the team member that can best meet their needs.
- Direct client flow through the clinic.

**2. Maintain Electronic Medical Records, records, current data and patients' information for statistical, informational and educational purposes utilizing best practices and available electronic resources.**

- Responsible for establishing new patient electronic medical records maintaining the patient's EMR according to Northwest Territories Health & Social Services Authority standardized format. Maintaining general office in a clean and efficient manner;
- Ensure confidentiality of information within the context of authority policy and practices;
- Provides guidance and support to the integrated care team by developing and maintaining office procedures to maximize the efficiency and effectiveness of health centre operations.
- Provide reporting and statistics on quality outcomes, including but not limited to wait times and patient numbers, provider continuity, referrals, no shows, etc., on an ongoing basis.
- Organize and coordinate data collection under the direction of the Regional Manager, Community Health Centres or the Nurse in Charge.

**3. Provide record management services in accordance with GNWT archival and electronic record legislation, policy, and protocols including *Access to Information and Protection of Privacy (ATIPP)* and the *Health Information Act (HIA)*.**

- Maintain and ensure all charts and files are kept current and accurate, e.g. results of tests, visits to other areas, other medical reports received from various agencies in and outside of the NWT.
- File, scan and photocopy documents, records and files.
- Administer requests for information from client files for review by integrated care team members (including but not limited to: retrieval of information to fill prescriptions and request for information from external sources).

- Retrieve and print clinical documents from the medical record (paper or electronic), to accompany referrals or external requests for information (e.g. insurance information requests, WSCC), at the request of the patient or integrated care team member, and in keeping with release of information policies.
- Ensure accurate completion of basic billing Forms for submission to Finance; Out Services Report, WSCC billing, non-insured health billing etc.

**4. Contribute to a culture of patient safety and equitable care within the Northwest Territories Health and Social Services Authority.**

- Ensure positive patient identification through the use of dual patient identifiers.
- Reduce the spread of infection through effective hand hygiene.
- Use effective and respectful communication at point of patient information transfer and discharge.
- Effectively assess patient risk through established Health Authority protocols and connect with a member of the integrated care team when needed.
- Advocate for the dignity and respect of patients.
- Promote the autonomy and rights of patients and help them to express their health and health care needs and values to obtain appropriate information and services.
- Safeguard the trust of patients that information learned in the context of a professional relationship is shared outside the health care team only with the patient's permission or as legally required.
- Assist the integrated care team with emergency situations as directed by the nurse in charge.

**5. Facilitate, support and promote a culture of teamwork.**

- Receive and share information, opinions, concerns and feedback in a supportive manner.
- Work collaboratively to build rapport and create supportive relationships with team members both within primary care and across the organization.
- Develop a supportive rapport with individuals and their families to facilitate collaborative relationships with other integrated team members.
- Determine the most appropriate, effective and efficient mode of communication among interdisciplinary team members in accordance with identified policies and procedures.
- Coordinate and participate in formal and informal case conferences to share appropriate information concerning individual concerns or progress and to utilize the team's skills and resources in the most efficient and effective manner.
- Contribute to a positive, strengths-based team environment and support team colleagues.
- Collaborate proactively with all integrated and interdisciplinary team members utilizing a client centered approach to facilitate and maximize healthcare outcomes.
- Communicate effectively with other members of the health care team to provide continuity of care and promote collaborative efforts directed toward quality patient care.

## **WORKING CONDITIONS**

### **Physical Demands**

Incumbents can be required to sit for extended periods of time and may be required to work with a computer for long periods of time; 5-6 hours a day. Constant use of the computer and phone can result in stress in the fingers, wrists, etc.

### **Environmental Conditions**

The incumbent works in a generally comfortable work environment but with the physical stresses associated with computer work and sitting for extended periods.

As the first point of contact, there will be risk of exposure to communicable diseases. In performing some of the duties there is also a risk to exposure to body fluids, human waste, and hazardous materials (sharps, toxic wastes, cleaning solutions).

### **Sensory Demands**

Incumbent uses two or more senses to make judgments, and the use of senses requires considerable sensory attention when operating the computer, calculator, copier, fax machine, and telephone - all used for the daily operation of the office.

### **Mental Demands**

As the first point of contact, the incumbent will routinely be dealing with challenging situations including, demanding/irate clients. This incumbent handles complaints and requests, and as a result could be the recipient of verbal abuse. Patience, tact, and sound judgment are required as well as use of non-violent crisis intervention techniques. The incumbent must communicate effectively through cultural and language barriers, which can be frustrating. Workload, frequent interruptions, tight deadlines and turnaround times all add to the stress level.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of standard office administration protocols, procedures and best practices.
- Knowledge of medical records and the ability to learn records management and to use an electronic medical record system.
- Knowledge, application and maintenance of quality, safety and infection control standards.
- Ability to perform computer based tasks and utilize electronic health record system which includes accessing and reading charts/provider notes for basic information to respond to client's inquiries/requests; enter notes in records; and perform complex scanning of documents to health records.
- Organization and attention to detail skills in order to administer the multitude of activities to ensure clients are served in a respectful, confidential and timely manner.
- Interpersonal skills with ability to communicate with people of diverse cultures and backgrounds, medical backgrounds and other professional practitioners.
- Ability to follow through on commitments relating to work activities and personal actions.

- Ability to develop and monitor a system for tracking the status of various actions and correspondence.
- Ability to defuse conflict when dealing with irate/upset patients in an effective and professional manner.
- Ability to work in an electronic environment, including but not limited to Microsoft Office suite, Electronic Medical Records and other computer systems.
- Skilful at prioritizing needs, problem solving and decision making in a clinical setting.
- Ability to prioritize and manage multiple responsibilities.
- Ability to comprehend and follow direction both in writing and verbally.
- Apply organizational and time management skills to facilitate the multitude of activities which ensure patients are seen in a timely manner.
- Ability to work with minimal supervision and be self-directed.
- Ability to understand and recognize the cultural, social, and political realities in the Northwest Territories.
- Ability to acquire knowledge to recognize the impacts of colonization and residential schools on Indigenous health outcomes and the way health and social services are delivered
- Ability and willingness to engage in self-reflection to learn about personal biases and assumptions.
- Ability to orient new staff in the performance of duties and to ensure backup coverage by other clinic staff.
- The incumbent must be able to keep confidential information confidential.
- Ability to communicate fluently and effectively in English, both verbally and in writing.
- Ability to speak the Slavey language and knowledge of interpretation/translation practices is an asset.

**Typically, the above qualifications would be attained by:**

The completion of a minimum of grade 12, general office procedures course, and/or Clerk-Interpreter Course and related experience that are required to perform the secretarial and clerical functions of the job.

Combination of other training and experience will be determined on a case by case basis.

**ADDITIONAL REQUIREMENTS**

NTHSSA - Sahtu Region Requirements:

Within the SAHTU Region the Community Program Assistant must be able to acquire within a reasonable time frame and remain current with the following training and certifications:

- Certificate in Standard First Aid and basic CPR, Level C and AED
- Non-violent crisis Intervention,
- Cultural Safety Training
- WHMIS and TDG Training
- Mental Health First Aid
- Applied Suicide Intervention Skills Training (ASIST)

- Workplace Safety
- Hand Washing Certificate
- Training under Accreditation Canada Standards
- Medical Terminology course
- Annual Privacy Training

**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