



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Relief Unit Clerk	
Position Number	Community	Division/Region
48-13346	Yellowknife	Patient Care Services / Stanton Territorial Hospital

## PURPOSE OF THE POSITION

The Relief Unit Clerk is a member of the health care team that provides medical, administrative and clerical support to the multidisciplinary team. As the first-line contacts to the day-to-day activities of the unit the incumbent acts as a gatekeeper/coordinator of the information and activities.

## SCOPE

The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider of all health and social services (HSS) 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-aboriginals. HSS 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) 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 NWT. 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.

Stanton Territorial Hospital (STH) is, located in Yellowknife, and is the referral center for approximately 43,000 NWT residents and 5,900 residents from the Kitikmeot Region of Nunavut. Stanton provides health care services to adults and children on an inpatient/outpatient and outreach bases in order to restore health with dignity.

Located in Yellowknife, the Relief Unit Clerk reports directly to the Manager, Staff Development and Scheduling, and works in collaboration with other health care professionals to facilitate the process for the delivery of patient care. The Unit Clerk is responsible to coordinate and implement activities related to the unit.

The environment is fast paced, dynamic and constantly changing; work is frequently interrupted by telephone calls, staff, visitors and patients. The majority of the Unit Clerk's routine is spent on the computer, utilizing fax, telephone and email to obtain and/or disseminate information internally and to other agencies as required. Fluctuating workloads demand excellent organizational skills, flexibility and an ability to spontaneously respond to changing priorities. The Unit Clerk is required to be focused and acutely aware of all the activities on their Unit, as they are the first-line-of-contact for all who access the Unit. The Unit Clerk needs to remain calm in a pressured situation and needs to be at times flexible with their role.

The Unit Clerk works in a hospital environment and may have exposure to infectious diseases and bodily fluids as a result of patient interactions.

The Unit Clerk deals directly with all members of the multi-disciplinary team and patients who at times may be demanding, upset and distraught. The incumbent will be expected to work with the cultural differences and the expectations of patients, co-workers, and other health care providers.

## **RESPONSIBILITIES**

- 1. Facilitates the effective and timely coordination of patient admission, management and communication of patient information, and transitional care (between units; and/or to community).**
  - Demonstrates principles of patient and family centered care in their work to support patient care and in their interaction with patients.
  - Coordinates the bookings of procedures and appointments as directed.
  - Collaborates with the Transitional Care Planning Team to coordinate patient discharge plans.
  - Collaborates with the Nursing staff to assist with admissions, discharges and transfers, as required.
  - Keeps nursing staff informed of changes in the patient's plan of care, unit admissions and discharges.
- 2. Provides clerical and administrative support in order to coordinate the day-to-day activities of the Unit.**
  - Responds to and directs phone calls and unit visitors as required.
  - In collaboration with the Nursing staff, assembles and dismantles patient's charts and when this task is performed only by the Relief Unit Clerk, informs the Nursing staff of all discrepancies in the chart which the Nursing staff will need to address.
  - Orders, processes and stocks supplies for the unit.

- Delivers/retrieves items such as: mail, specimens, patient records etc.
- Prepares and maintains accurate records such as census record, admissions and discharges, patient records and compiles unit statistics as required.
- Coordinates patient conferences and other activities to facilitate the active management and discharge planning process as required.
- Updates the Emergency Fan-Out list on a monthly basis and distributes the list accordingly.
- Where applicable, ensures that Discharge Summaries become part of the chart and are forwarded where appropriate, in a timely manner.
- Under the direction of nursing staff, ensures that the equipment on the Unit is maintained and repaired when required, and troubleshoots when problems arise.
- Collaborates with the Nursing Staff to see that the admission process is followed on all admissions and transfers.
- Requests the services of the maintenance department when required.

3. **As the first line of contact for the daily activities of the unit the Relief Unit Clerk establishes and maintains effective communications and relationship with all members of the health care team, support staff, patients, visitors and others.**

- Demonstrates patient and family centered care principles, and excellent customer service techniques when dealing with patients, other employees, families and visitors.
- Coordinates the administrative components of the admission, discharge planning process and follow-up; e.g. assembling packages for medevac, making appointments and ensuring that all of the required documentation is sent for follow-up appointments and referrals, etc.
- Orients new employees including other unit clerks and nursing students to become familiar with unit and hospital administrative activities and protocols.
- Uses the communication book and other communication tools to keep unit employees abreast of current issues.
- Performs other duties as required, either alone or in collaboration with Nursing Staff, which contribute to the smooth administrative operations of the unit.

## **WORKING CONDITIONS**

### **Physical Demands**

No unusual demands.

### **Environmental Conditions**

No unusual conditions.

### **Sensory Demands**

No unusual demands.

## **Mental Demands**

No unusual demands.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of medical terminology.
- Computer skills.
- Ability to maintain / upkeep a filing system for patient records.
- Ability to learn / apply knowledge and skills relating to health based information systems such as, MediPatient, LIS, IEHR, Resident Search, and PeopleSoft.
- Skilled in human relations, as the incumbent will be required to communicate important and often technical or complicated health information to many people from all walks of life and of different cultures every day.
- Skilled in customer service techniques when dealing with clients in person or through any other means of communication while maintaining client privacy and confidentiality.
- Ability to multi-task; answer phones, receive patients, prepare files and keep a mental log of information necessary for care delivery.
- Ability to coordinate and implement activities related to the administrative functioning of their respective unit.
- Organizational skills, flexibility and an ability to spontaneously respond to changing priorities.
- Ability to remain focused and acutely aware of all the activities on their Unit.

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

Grade 12 (High School/ Secondary School Diploma), a medical terminology course and a minimum of six (6) months experience in an office or customer service environment.

## **ADDITIONAL REQUIREMENTS**

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

**Stanton Territorial Hospital** has a number of 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**

- 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