Government of
Northwest Territories

IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Distribution Officer	
Position Number	**Community**	**Division/Region**
48-13430	Yellowknife	Materials Management and Contracting

PURPOSE OF THE POSITION

The Distribution Officer is responsible for maintaining adequate inventory levels and delivering stocked supplies to all medical wards and other locations throughout Stanton.

This position is responsible for issuing, picking and delivery of stocked orders and picking up contaminated instruments from various medical areas within the Hospital. This position is also responsible for issuing, picking and preparing bulk shipments of stocked supplies for clinics in Yellowknife and other regional facilities when requested. These duties are performed on an-as-and when and scheduled basis to ensure that all areas within the hospital, Medical Clinics and some regional facilities have the required supplies in stock to provide professional health care.

SCOPE

Located in Yellowknife, the Distribution Officer reports to the Supervisor, Materials Management.

The Northwest Territories Health and Social Services Authority (NTHSSA) is headquartered in Yellowknife and is responsible for delivering health and social services in most communities across the NWT. The NTHSSA covers 1.2 million square kilometers and services approximately 43,000 people, including First Nations, Inuit, Metis, and non-aboriginal peoples. The NTHSSA delivers a full-range of primary, secondary and tertiary health and social services including family services, protection services, continuing care services, diagnostic and curative services, care placements, mental health, addictions, rehabilitation, and developmental activities. These services are delivered by more than 1,400 health and social services staff.

Stanton Territorial Hospital (Stanton) is an accredited facility in Yellowknife, and is the referral center for approximately 40,000 regional residents of the Western Arctic and Nunavut (Kitikmeot Region). Stanton provides health care services to adults and children on an inpatient/outpatient and outreach basis in order to restore health with dignity.

Located at Stanton the Distribution Officer is part of a three-member team that is responsible for maintaining the appropriate inventory levels of stocked supplies in each of the wards/clinics in the Hospital to provide the safe, efficient and effective delivery of stocked supplies to end users. These supplies are required by the end users in order for them to provide professional health care services to residents of the NWT and Nunavut. The three Distribution Officers work a rotating schedule with two Distribution Officers on duty every day. The early shift is from 7:30 to 15:30 and the late shift is from 9:30 to 18:00.

Properly maintained inventory levels and supplies issued/delivered in an effective and efficient manner ensures; that health professional have the supplies to provide safe, timely and professional health care services to the general public; reduces inventory stock outs that could negatively impact the level of care provided to the general public, and ensures that costs of supplies are allocated to the proper health authority and/or department.

RESPONSIBILITIES

1. **Maintaining inventory levels on the IV and medical exchange carts and delivering the restocked carts to patient care areas throughout the hospital on a daily and/or schedule basis to ensure that each area has the appropriate and adequate levels of supplies on hand to provide safe and timely professional health care to patients.**
   - Restocking the medical exchange carts to the appropriate levels/quotas to ensure adequate inventory levels are maintained;
   - Issuing supplies that have been used to the appropriate account using the inventory control computerized software program;
   - Rotating stock to ensure (FIFO) items received first in are used first, to avoid obsolescence and expiration of medical supplies.;
   - Delivering the carts on a daily or scheduled basis to the appropriate wards throughout the hospital;
   - Handling and storage of sterile medical supplies in a manner that protects the integrity of the sterility of the supplies; and
   - Maintain a file of all issue vouchers.

2. **Maintaining inventory levels at various locations throughout the hospital on a daily and/or scheduled basis to ensure that each area has the appropriate and adequate levels of supplies on hand in order to provide safe and timely professional health care to patients.**
   - Take a physical inventory of each area to determine supplies that need to be restocked;
   - Delivery of supplies and restocking the areas to the appropriate levels/quotas to ensure adequate inventory levels are maintained;
   - Rotating stock to ensure (FIFO) items received first are used first, to avoid

obsolescence and expiration of medical supplies;
- Handling and storage of sterile medical supplies in a manner that protects the integrity of the sterility of the supplies;
- Issuing supplies that have been used to the appropriate account using the inventory control computerized software program; and
- Identifying and informing professional health care staff of any items that are on back order.

3. **Issuing bulk or emergency orders from stores stock on an as and when required basis.**
   - Picking and issuing stocked items requisitions received from wards and departments within the hospital, all the health clinics in Yellowknife and the NTHSSA;
   - Data entering orders into the computerized inventory control system;
   - Prepare order for shipment to regional facilities and clinics;
   - Carry cell phones at all times during working hours to respond to emergency requests for stocked items, emergency orders have to be handled immediately upon request;
   - Delivering items to the appropriate areas throughout the hospital and receiving a signed copy of the issue voucher back for filling; and
   - Filing of the signed issue vouchers.

4. **Collecting contaminated instruments and delivering clean instruments from various areas throughout the hospital on an as and when and scheduled basis.**
   - Safely collect contaminated instruments from various locations throughout the hospital and deliver them to the reprocessing area to be cleaned; and
   - Safely deliver cleaned instruments to various wards throughout the hospital as and when required.

5. **General departmental duties as assigned by Supervisor or daily schedule, which include but are not limited to the following.**
   - Communicating with health care staff regarding backorders, increased usage of stocked supplies, quotas and stock locations on IV and medical exchange carts and storage locations;
   - Reporting inventory variances, stock outs and expired supplies items to the Inventory Control Officer;
   - Restocking the distribution area with store stock;
   - Keep store and distribution shelves clean and free of debris;
   - Ensure that all IV and exchange carts are properly maintained, labeled and clean.
   - Keep work areas clean, free and clear of hazards;
   - Participate in scheduled and random inventory counts to verify stock levels;
   - In the event of backorders, locating overstocked items within the wards and distributing it evenly;
   - Assists with restocking the main stores inventory when supplies arrive from suppliers;
   - Check MSDS sheets and update in system if requested; and
   - Assists in other areas of Materials Management when requested by the Supervisor.

WORKING CONDITIONS

Physical Demands

The incumbent is required to distribute large heavy carts (IV & Medical exchange carts) of supplies, and to lift/move/delivery heavy boxes of supplies and copy paper to various locates throughout the hospital on a daily basis. Other daily physical demands include lifting, bending, walking and reaching.

Environmental Conditions

The incumbent is required to deliver medical and non-medical supplies to all areas throughout the hospital and could have exposure to potentially infectious diseases.

The incumbent also works in the Stores area and is subject to dust and other elements found in a typical warehouse environment.

Sensory Demands

The incumbent must visually inspect medical supplies to constantly ensure they have not expired and/or are not damaged in any way before they are delivered to the end user. Damaged packing could impact the sterility of the supplies and could result in the spread of infections and expired supplies could negatively impact the care of patients.

Mental Demands

Maintaining the appropriate and adequate levels of inventory on IV & medical exchange carts and in wards throughout the hospital is critical. However, due to changes in requirements, emergencies, back orders or increased usage of specific medical supplies, it is imperative that communications between all areas is maintained. In these situations immediate changes to delivery schedules, or finding supplies in other wards or temporary changes in quotas and proper communications to Purchasing is imperative to ensure that store stock is maintained and delivered in a timely and professional manner. Not having the appropriate supplies readily available could impact if the level of patient care provided to patients.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of distribution and inventory management functions to effectively maintain the IV and the Medical Exchange carts and Ward inventories to ensure that each area has the appropriate and adequate levels of supplies on hand to provide safe and timely professional health care to patients. This knowledge is also required to have a good understanding of basics inventory controls activities such as lead times, re-order points, quotas, turnover, back orders, stock outs, delivery schedule, inventory counts and issues, which all impact on the level of service provided.
- Knowledge of warehouse/logistics functions and principles in order to assist in maintaining stores and distribution areas in a safe, effective and efficient manner.
- Good communication skills in both written and oral to effectively communicate with a wide variety of end users, purchasing and inventory control staff and to the ability to comprehend and follow both written and verbal instructions.

- Familiar with medical terminology in regards to supplies in order to understand and communicate effectively with health care professional looking for supplies.
- Ability to read and understand material safety data sheets and knowledge of the Workplace Hazard Material Information System.
- Excellent time management and organizational skills and ability.

Typically, the above qualifications would be attained by:

Completion of a High School Diploma combined with one year of directly related experience working in a warehouse/logistics/distribution environment dealing with inventories or in a hospital setting with experience handling/distribution of medical supplies. Equivalent combinations of educational qualifications and experience will be considered on individual basis.

ADDITIONAL REQUIREMENTS

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