



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Transportation Clerk	
Position Number	Community	Division/Region
48-1367	Inuvik	Operations/Beaufort Delta

PURPOSE OF THE POSITION

The Transportation Clerk is responsible for the supporting the delivery of transportation services for the Northwest Territories Health and Social Services Authority (NTHSSA) Beaufort Delta Region (BDR). The position also ensures the integrity of controllable assets for Vehicle and Rental Operations of the NTHSSA BDR and is cross trained with the Accommodation & Travel Officer to provide backup coverage and to ensure minimal disruption to services within the Operations Division.

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 Tłı̄chǝ 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.

The NTHSSA-BDR provides and supports the delivery of health care and social services to adults and children on an inpatient, outpatient, and outreach basis in order to enhance healthy community well-being through excellence, accountability and respect for regional diversity. The NTHSSA-BDR directly and contractually employs over 300 staff in the Beaufort Delta Region who deliver these services in eight communities through the Inuvik Regional Hospital, seven community health centres, and seventeen other sites including social services and dental therapy offices, public health clinics and various group homes. There are approximately 7500 residents in the Beaufort Delta region.



Located in Inuvik and reporting to the Regional Manager Operations, the incumbent is responsible for vehicle fleet maintenance, the care and services of the Handi Van vehicle usage and maintenance and ensuring clients receive appropriate and safe transportation to and from designated points in the Town of Inuvik. The incumbent provides inventory of controllable assets to eight (8) surrounding communities including Inuvik and assists with orientation of casual staff within the Division. The incumbent determines their own scheduling to most efficiently meet the needs of clients and staff, as delays in service could create needless stress for all parties involved. The incumbent works with staff, contractors, public, outside agencies and other Government departments. The *Motor Vehicles Act* and NTHSSA policies and procedures guide the incumbent.

RESPONSIBILITIES

1. Provides efficient and safe transportation of homecare clients, patients, staff and personal effects to ensure client needs are met.

- Daily contact with the Medical Services staff including physicians, nurses, homecare personnel and pharmacists regarding travel services for patients and deliveries.
- Transports NTHSSA- BDR clients and their personal effects within the Town of Inuvik, while ensuring handicapped or confined patients are properly and safely secured prior to transporting to prevent injury. Operates the Handi Van in a safe and conscientious manner at all times to reduce the chance of accident or injury.
- Provides good customer service by being respectful, courteous and maintains confidentiality related to the stakeholders who use the Handi Van service.
- Reports accidents to Supervisor, obtaining names and addresses of witnesses and completing accident reports to ensure proper documentation and compliance with BDHSSA Policies and Procedures.
- Enters information on each trip into the Drivers' Log Book for future reference in the event of a conflict.
- Transports miscellaneous supplies needed by clients and staff to ensure the smooth running of the department.
- Transports daily pharmacy orders generated from the Inuvik Regional Hospital and the vendor pharmacy stores in Inuvik.
- Transports biohazard materials from Public Health and Support Services Contractor to appropriate location.
- Provides daily mail delivery of the red mail pouches and other mail related items to Department of Human Resources, Community Counselling Services, Public Health, Arctic Family Centre and Health Administration office and elsewhere as required.

2. Performs clerical duties and provides proper documentation for the Elder's Day Program and residents of the Long Term Care program when schedules on an outing in the community.



- Receives and records client information and completes transportation request forms for referred patients to ensure client needs are met.
 - Verifies expected time and arrival of incoming and outgoing flights to ensure efficient use of time.
 - Completes and submits to Supervisor a monthly vehicle report, which includes a passenger list and their pick up and drop off locations.
- 3. Maintains vehicle fleet in a safe and operational condition to ensure the safety of clients and staff.**
- Ensures vehicle fleet are well maintained, clean, fuelled, checking oil and transmission fluid levels to reduce chance of vehicular problems.
 - Checks light conditions, windshield wipers, brakes, tires, mechanical lifts, and reporting all malfunctions to the Transportation Supervisor for repair to ensure the vehicle is properly maintained.
 - Ensures vehicle road emergency equipment is on board and in operative condition in the event of a problem.
 - Gives vehicle orientation to staff prior to highway travel.
 - Assists in annual vehicle servicing and scheduling.
 - Enters all fuel usage into master spreadsheet.
 - Enters vehicle service costs into master spreadsheet.
- 4. Maintains inventory of controllable assets for NTHSSA.**
- Coordinates the controllable asset inventory by tagging, recording and photographing assets at the Inuvik Regional Hospital, Arctic Family Medical House, Community Counselling Programs, Public Health, Medical Residence and Community Health Centres.
 - Assists the Warehouse Technician to ensure assets are tagged when received and recorded.
 - Providing updates as required and an annual inventory to Supervisor.
 - Assists in the removal and disposal of assets.
- 5. Delivers freight to the appropriate Inuvik Regional Hospital divisions and to off- site locations in Inuvik and related duties.**
- Ships medication as required for the pharmacy department.
 - Inspects freight and packages, signs weigh bills accepting shipment and records any damage of freight received.
 - Expedites all freight shipments to the consignees.
 - Schedules local deliveries with cartage contractors.
 - Assists with removal of surplus furniture, equipment and supplies by the most economical means.



6. Work Place 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, Union of Northern Workers, and Workers' Safety and Compensation Commission) need to ensure our Workplace Health and Safety Committee works effectively, with a shared purpose of continuous quality improvement in health and safety.
- 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

Lifting and loading of baggage, personal effects and the physical demands of daily pushing wheelchairs through snow or up steep grades can be strenuous. Lifting and loading of freight, pushing freight dollies, flat beds, moving equipment and furniture is physically demanding. The incumbent must be able to deliver supplies and clients throughout the hospital and is subject to the risks of infectious disease.

Environmental Conditions

Working outside loading and unloading baggage and freight exposes the incumbent to adverse environmental elements. The incumbent is required to work outside assisting with the vehicle fleet in extreme conditions and travels regularly in town.

Sensory Demands

The incumbent can expect interruptions during the working day which would require concentration to keep work organized.

Mental Demands

No unusual mental demands. Balancing workload/time to meet deadlines of staff and client needs could be stressful on all parties. Daily contact with staff and clients in urgent situations is difficult.

KNOWLEDGE, SKILLS AND ABILITIES

- GNWT *Financial Administration Act*, WHMIS Regulations, Transportation of Dangerous Goods and medical terminology.
- Must possess a valid class 4 NWT driver's license and must be bondable.



- Certification in WHMIS, ITA Dangerous Goods, First Aid and CPR must be attained within 6 months or as soon as practical.
- Computer experience in data-based programs and knowledge of spreadsheets is required.
- Customer service skills when dealing with stakeholders and staff of BDHSSA.
- Communication and interpersonal skills.
- Time management skills to organize time and deliver services within time schedules for maximum efficiency.
- Has experience and hands-on training to assist ambulatory clients who require walking aids or are confined to wheelchairs to embark and disembark from the Handi Van.
- Must be able to follow instructions and record information.
- Must be able to use radio communication, pagers and mobile telephone equipment.
- 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:

Completion of grade 12 with experience in a warehouse setting or other related fields.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Class 4 Driver's License.

Certification in WHMIS, within three months of hire.

Certification in First Aid and CPR, ITA Dangerous Goods are mandatory within 6 months of hire.

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: To choose a language, click here.

- Required
 Preferred