



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	(Bilingual) French Medical Interpreter	
Position Number	Community	Division/Region
48-14781	Yellowknife	Territorial Operations

## PURPOSE OF THE POSITION

The French Medical Interpreter provides and coordinates interpretation services for French-speaking patients/clients of Stanton, the affiliated clinics and other community health facilities, and coordinates the provision of interpretation services in all other Health and Social Services Regions, to ensure quality standards of patient/client care are met.

## 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 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 Tłıchǫ 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 is established to move toward one integrated delivery system as part of the government's transformation strategy.

Reporting to the Strategic Lead, French Services, and in collaboration with the Manager of Official Languages in the Department of Health and Social Services and all the French



Language Services Coordinators throughout the authorities, the French Medical Interpreter coordinates French Interpreter services to clients of Stanton, while remotely coordinating the provision of third-party interpretation services, over-the-phone interpretation services, and language facilitation. The incumbent will also be expected to develop and deliver medical terminology workshops for health and social services providers throughout the Health and Social Services (HSS) system.

Stanton Territorial Hospital is an accredited facility, located in Yellowknife, Northwest Territories (NWT). Stanton 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 basis in order to restore health with dignity. Stanton maintains a tobacco free environment within the building and throughout the property, recognizing the health hazards associated with tobacco in the workplace, both to smokers and non-smokers alike. As well, Stanton is a scent-free environment.

The provision of professional interpretation services impacts patient treatment. Interpreters help clinical staff to determine the patient/client's condition and the appropriate treatment, ensure clients understand treatments, medical instructions) as well as procedures and results. This position plays a key role in the delivery of quality service by assuring the provision of certified medical interpretation services and by building bridges with French-speaking patients/clients.

The work performed by the incumbent will be in accordance with the Official Languages Act and Regulations, the Government of the Northwest Territories Strategic Plan on French Language Communications and Services, the Standards and Operating Plans for French Language Communications and Services, as well as the Northwest Territories Health and Social Services Authority's mission and values. The French Medical Interpreter will also work with other medical interpreters and language facilitators to develop best practices.

## **RESPONSIBILITIES**

### **1. Establish, deliver and coordinate interpretation services to patients/clients at Stanton.**

- Deliver interpretation services to patients/clients during regular work hours.
- Collaborate with the Department of Health and Social Services (DHSS) and Department of Human Resources to assess language services capacity and proficiency of bilingual bonus recipients in HSS setting.
- Collaborate with French Services Coordinators in the Authorities to promote interpretation services to management, frontline staff health and social service



providers, as well as patients/clients.

- Collaborate with third-party service providers to ensure French Language Services are available and effective when patient/clients are treated by third-party service providers.
- Monitor and assess the services requested and delivered.
- Report on activities as requested by the HSS Regions and DHSS.
- Develop protocols for Interpretation services during community consultations.

**2. Establish and coordinate interpretation services to patients/clients throughout the HSS System.**

- Collaborate with HSS Regions and DHSS to establish an effective and consistent system wide process and procedures for delivering interpretation and language facilitation services to complement direct services by bilingual health and social service providers.
- Participate in the DHSS French Language Service Coordinators Committee.
- Identify, coordinate and deliver the appropriate training and cultural/resource requirements related to French services to frontline service providers (including incumbents of bilingual bonus positions).
- Identify the need for new and/or updated French resources.
- Coordinate and monitor the provision of interpretation services by internal and external sources.
- Provide remote interpretation service to patients/clients during regular work hours.
- Provide or coordinate interpretation services during community consultation during or after regular work hours.
- Foster internal and external partnerships to develop best practices for interpretation services throughout the HSS system.

**3. Develop and deliver medical and social services terminology workshops.**

- Develop medical and social services terminology workshops to help existing bilingual staff attain and maintain proficiency in health and social services environment.
- Deliver workshops in person or remotely by using video-conferencing system to health and social service providers throughout the NWT.
- Work with Translation Unit of Francophone Affairs Secretariat (FAS) to ensure consistency in terminology.
- Work in collaboration with DHSS, FAS, OHR to provide guidance for Active Offer training in health and social service setting.

**4. Support/Advocacy Service in collaboration with FLS Coordinators.**

- Advocate for French speaking patients/clients and their care



givers.

- Assist francophone patients in adjusting to illness and hospitalization through health teachings and access to support services.
- Participate in discharge planning and after-care plans.
- Participate as a member of the multi-disciplinary team liaising closely with medical, nursing, clinical and support staff.
- Continue system-wide efforts to Increase capacity to offer direct or referral services in French.
- Translate or coordinate translation of written documents related to Interpretation services.
- Developing modules and promoting cultural awareness training.

## **WORKING CONDITIONS**

### **Physical Demands**

No unusual demands.

### **Environmental Conditions**

The position works in a hospital and may be exposed to Infectious and communicable diseases.

### **Sensory Demands**

No unusual demands.

### **Mental Demands**

No unusual demands.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of interpretation practices in high risk, high stress setting.
- Knowledge of medical terminology and areas of medical specialization.
- Knowledge and understanding of the role and responsibilities of health and social service providers along with the services provided.
- Knowledge and understanding of diverse francophone cultures.
- Ability to interact well with other health care professionals, all levels of staff, and patients and families.
- Knowledge of tracking, monitoring and reporting requirements and methods.



- Knowledge of social service terminology
- Possess cultural competence and confidence.
- Ability to work in a collaborative manner with multiple disciplines and groups.
- Ability to work with others to educate patients and their families (where applicable) on services and care options.
- Demonstrated verbal and written communication skills in both English and French.
- Demonstrated customer service skills and a client-focused orientation.
- Possess a high degree of tact, diplomacy and discretion.
- Demonstrated computer skills including the ability to work with a wide range of computer applications including Microsoft Office and SharePoint.
- Facilitation and presentation skills.
- Ability to work under deadlines and respond effectively to frequently changing deadlines.
- Ability to translate and interpret with accuracy, with great attention to detail, in stressful situations.
- Demonstrated client service orientation in a multi-cultural setting combined with the ability to build constructive relationships with multiple stakeholders interacting in the health and social services settings.
- Demonstrated ability to communicate effectively to a variety of audiences with varying levels of background, knowledge, and education.
- 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:**

A diploma from a recognized French/English Interpreter program or equivalent training along with two years' experience interpreting in a health care setting.

Equivalent combinations of education and experience will be considered.

**ADDITIONAL REQUIREMENTS**

**Stanton Territorial Hospital Requirements**

Fluency and literacy in both French and English is required for this position.

**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