



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	NWT Renal Program Assistant	
Position Number	Community	Division/Region
48-15312	Yellowknife	Patient Care Services/ Stanton

PURPOSE OF THE POSITION

The NWT Renal Program Assistant, is responsible for administrative and support services to the staff and patients of the Northern Renal Program and Hemodialysis Clinic and ensures seamless patient movement between Stanton Territorial Hospital, Hay River Health and Social Services Authority, Tłı̨chǫ Community Services Agency, Northwest Territories Health and Social Services Authority, Alberta Health Services and the Alberta Kidney Care – North.

SCOPE

The NTHSSA is the single provider of all health and social services 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. Health and social services include 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 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.

Stanton Territorial Hospital (STH) is a referral center for the approximately 43,000 residents of the NWT and approximately 6000 residents of the Kitikmeot Region, Nunavut (NU). STH is a central hub for renal care (hemodialysis, peritoneal dialysis, renal insufficiency clinic). There are approximately 750 patients at various stages of renal insufficiency, living in the NWT. Stanton's renal program works under a formal partnership model with the Alberta Kidney Care-North (AKC-N) and is aligned with their program standards and clinical policies.

Located within STH and reporting directly to the Manager, Specialist, Renal and Chemotherapy Services (Manager), the NWT Renal Program Assistant provides support services to the staff and patients for the day-to-day operations of the Renal and Ambulatory Care Clinics.

The Program Assistant communicates with patients, their families, and the multidisciplinary patient care team to ensure the unit functions in an efficient, safe manner and the patients' physical, psycho-social, spiritual and emotional needs are met as they receive care in the NWT Renal Program. The incumbent provides culturally sensitive care to clients from across the NWT living with renal disease.

Patients within the Renal and Ambulatory Care Clinics may be well or very ill. Patients may have undergone unpleasant preparations for their procedure and may be anxious. The Program Assistant will be exposed to patients who are concerned they may potentially be or who may have been diagnosed with a life-threatening illness during their procedure. The incumbent will also be exposed to patients who are undergoing treatment for a life-threatening illness. These experiences can be emotionally upsetting for the incumbent and the other staff within the unit. The Renal Program Assistant is expected to remain calm, controlled and professional, regardless of the situation and demonstrate compassionate care to the client, family and other members of the health care team.

The Renal Program Assistant works as part of the interdisciplinary team, including the Physician(s), Nurse Practitioner, Nurses, Dietitian, and Pharmacist to provide patient and family centered care.

The Renal Program Assistant is required to be innovative and motivated in the area of continuing education and to encourage professional growth in others.

RESPONSIBILITIES

1. Provides administrative and clerical support:

- Ensures that all persons who come to the clinic are greeted appropriately.
- Communicates and collaborates with other members of the patient care team (within and beyond the unit) regarding changes in the schedule, and or issues with bookings.
- Ensures that critical information or calls are forwarded as necessary.
- Prepares distributes, files and scans documents and reports as required
- Monitors stock and patient teaching resources and orders supplies as needed.
- Assists with the collection of statistical data for the renal program.

- Schedules and coordinates procedures, treatments and operations to aid in the restoration of the client's health.
- Coordinating with the Transplant Clinic in Edmonton to ensure that pre-transplant patients from the NWT and Kitikmeot areas are being properly followed with all tests and procedures are performed and followed up with the Transplant Clinic in Edmonton.
- Maintains and coordinates physician and nurse practitioner appointments and schedules as required.
- Assists with travel arrangements for travel clinics, as directed, for the provision of professional services.
- Maintains and ensures all charts and files are kept current and accurate (e.g. the results of tests, visits to other areas, medical reports received from other varying agencies in and out of the NWT).
- Maintains and follows up with regular clients (e.g. booking/tracking appointments, and ensuring that all information is on the charts in a timely manner on a day-to-day basis).
- Maintains client files and current data in reference to appointments with other departments, agencies (e.g. CT scan, physiotherapy, laboratory results, etc.).
- Coordinates and communicates changes/appointments.
- Maintains a screening and follow up system to ensure continuity of client's care and delivery of services.
- Helps to coordinate the wait list and books appointments to maximize physician/clinic time so as to keep waitlist to a minimum.
- Books Telehealth appointments between AHS (escription) and Community Health centres in the north.
- Follows and understands the guidelines or policies of NARP.

2. Performs cleaning, housekeeping, and porter duties.

- Cleans dialysis machines and other medical equipment as required (i.e. IV poles, transonic machine, automatic BP machine)
- Transports specimens from the Renal or Ambulatory Care Clinic to the lab as required.
- Moves dialysis chairs, dialysis machines and other furniture or equipment as required.
- General tidying of the unit.

3. Assists with direct patient care.

- Observes signs or symptoms of clients and staff indicating distress or risk of potential physical harm.
- Provides comfort measures or assistance as requested, (e.g. providing warm blankets or beverages if appropriate; accompanying patients out of the unit).
- Floats between the Renal and Ambulatory Care Clinics to assist nursing staff as necessary, within the NWT Renal Program Assistant scope

4. Maintains the NWT Renal Program database:

- Collects and ensures accurate input of client information which will be utilized to inform future service requirement planning.
- Provides up-to-date information on NWT Renal Program with direction from the Nephrologist, nurse practitioner and nurse.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual demands.

Sensory Demands

No unusual demands.

Mental Demands

No unusual demands.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of, and ability to operate, telehealth equipment, computer programs such as the Healthnet viewer, WOLF EMR, VCS Scheduler, Medipatient, Outlook and word processing programs.
- Knowledge of confidentiality protocols and demonstrated ability in their application to ensure strict patient/hospital confidentiality.
- Knowledge of, and sensitivity to, geographic/cultural needs of patients to ensure healthcare needs are met.
- Organizational and time management skills to administer the multitude of activities to ensure patients are seen in a timely manner
- Interpersonal and communication skills to effectively work as a member of the Northern Renal team.
- Proficiency in using general office equipment, ie: fax, scanner, label makers, photocopier.
- Ability to work with minimal supervision and be self-directed.
- Ability to interact with clients and co-workers who may be experiencing anxiety.
- Ability to prioritize complex tasks and situations.
- Ability to manage personal comfort in a medical environment where there may be exposure to hazards such as blood and body fluids, palliative care patients, or other potentially distressing situations.
- Observant and accurate, with an eye for detail.
- Ability to remain calm in busy and unpredictable environments.
- Ability to develop a network of resources within and outside the organization.

Typically, the above qualifications would be attained by:

A high school / secondary school (grade 12) diploma and,

- Medical Office Assistant diploma, OR,
- One (1) year experience in a medical or health care facility along with successful completion of a Medical Terminology course.

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).
- 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