



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Hearing and Speech Aide	
Position Number	Community	Division/Region
48-15452	Yellowknife	Rehabilitation and Continuing Care Services/Yellowknife Region

PURPOSE OF THE POSITION

The Hearing and Speech Aide (Aide) assists in the provision of Audiology and Speech-Language Pathology services to patients of the Rehabilitation Services Department under the direction and supervision of the Audiologist and/or Speech-Language Pathologist and in accordance with the philosophy and strategic priorities of the Northwest Territories Health and Social Services Authority (NTHSSA). The Aide will deliver service in a safe, effective, and efficient manner that ensures patients realize and maintain maximum functioning and independence within efficient publicly funded services.

SCOPE

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-indigenous. 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) and Hay River Health and Social Services Agency (HRHSSA) operate under separate boards, 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 NTHSSA.



NTHSSA administers health and social services to the residents of the Yellowknife Region in the NWT. NTHSSA directly and contractually employs over 300 staff who deliver these services in Yellowknife, Ft. Resolution, Lutselk'e, N'dilo, and Dettah for the Yellowknife Region. NTHSSA provides and supports the delivery of services to adults, children, and seniors on an inpatient, outpatient, and outreach basis at multiple sites across the city of Yellowknife and the Communities of Lutselk'e, N'dilo, Dettah, and Ft. Resolution. These services include community-based social services, a public health clinic, primary care services, rehabilitation services, home and community care services, and long-term care/extended care services.

The legacies of colonization and residential schools have impacted Indigenous health outcomes and the way health and social services are delivered and accessed. The incumbent is required to always honor and promote a culturally safe environment. Practicing from a trauma informed care perspective is expected and the position requires that interaction with clients and families is tactful, respectful, and humble.

There are four regional rehabilitation teams located in Fort Smith, Hay River, Inuvik, and Yellowknife. Rehabilitation services consist of audiology, occupational therapy (OT), physiotherapy (PT) and speech language pathology (SLP). All teams provide PT, OT and SLP services; the Yellowknife and Inuvik teams provide audiology services. Each regional team is responsible for delivering services within the community they are located as well as other smaller communities. The provision of regional services is achieved using various methods of delivery including community travel clinics, telehealth, telephone, etc. Child Development Teams (CDT) are located within the Yellowknife and Inuvik rehabilitation teams. Additionally, a territorial Youth Fetal Alcohol Spectrum Disorder (FASD) Diagnostic and Family/Community Support program is embedded in the Yellowknife CDT.

Reporting directly to the Territorial Manager, Audiology and Speech-Language Pathology the incumbent maintains departmental inventories, equipment, resource information and the work area of the Audiology and Speech Language Pathology departments, in order to provide clients with equipment and aids to help them reach their functional potential. With specific instruction from the practitioners, the Aide will assist in the implementation of assessments and treatment plans with clients, helping the client to reach their goals. Services are provided on an in-patient, out-patient, community, and school basis. Under the direction of a Territorial Manager, Audiology and Speech Language Pathology, the Audiology unit consists of a Territorial Specialist, Audiology, Audiologist, Hearing Aid Practitioner, Rehabilitation Assistant and Clinical Program Assistant. The Speech Language Pathology unit consists of Speech Language Pathologists and Clinical Program Assistant. The Hearing and Speech Aide is a part of both units.



RESPONSIBILITIES

1. Contributes to the operation and management of the Audiology Department through supportive functions which allow the Audiologists and Hearing Aid Practitioner to concentrate on direct client care activities.

- Screens infants for hearing loss under the Infant Hearing Program (IHP) guidelines and protocols
- Contributes to client care and safety by assisting the Audiologists in assessing children and unpacking/preparing hearing aids for programming.
- Maintains inventory in the Audiology Department, ensuring Audiologists and Hearing Aide Practitioners have an adequate supply of appropriate equipment and aids for their clients by processing, receiving, and shipping orders. Through research and contact with suppliers contributes to the fiscal management of the department and assists the practitioners in making the decision about the best equipment to purchase on behalf of the client.
- Orders equipment at the request of the clinician and on behalf of the client.
- Acts as a resource for clients, practitioners, and other departments through knowledge of extended health and insurance plans, by ensuring that necessary forms and authorizations are obtained, maintaining accurate records of orders, and following up on late or lost orders.
- Functions as a member of the Audiology Team by participating in the formulation of short- and long-term departmental goals, fiscal departmental planning and in the development and implementation of departmental projects and by keeping and submitting accurate statistics and records.

2. Contributes to the operation and management of the Speech-Language Pathology Department through supportive functions which allow the Speech-Language Pathologists to concentrate on direct client care activities.

- Executes treatment plans for the delivery of speech language pathology services under the direction/supervision of a speech language pathologist.
- Maintains inventory in the Speech Language Pathology Department, ensuring Speech Language Pathologists have an adequate supply of appropriate materials to complete their everyday tasks as well as for their clients.
- Contributes to client care and safety by assisting the Speech Language Pathologists in providing interventions to children by following treatment plans and purchasing and creating required treatment supplies as directed by the Speech Language Pathologists.
- Functions as a member of the Speech Language Pathology Team by participating in the formulation of short- and long-term departmental goals, fiscal departmental planning and in the development and implementation of departmental projects and by keeping and submitting accurate statistics and records.



- Creates therapeutic materials, communication boards, and programs augmentative and alternative communication (AAC) devices under the guidance of an SLP.
 - Assists in screenings and assessments as guided by an SLP without interpretation of results.
- 3. Provides coverage to other Rehabilitation department Aides and Assistants during periods of expected or unexpected leave.**
- Assists in the implementation of treatment plans at the direction of the clinician/therapist.
 - Maintains departmental inventories to ensure adequate departmental supplies.
- 4. Workplace 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, UNW, and Worker's Safety and Compensation Commission (WSCC)) need to ensure our Workplace Health and Safety Committee works effectively, with a shared purpose of continuous quality improvement in health and safety.
 - All Managers and Supervisors play an active role in workplace health and safety through their daily management: identifying prevention opportunities, ensuring staff are trained in Risk Monitor Pro, investigating potential risk and accidents, and applying timely corrective measures.
 - 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

Approximately 50% of the incumbent's day will be spent bending and standing in awkward positions providing physically demanding services (e.g., repetitive, and forceful use of hands) to clients while assisting the practitioners. The incumbent moves and lifts children and heavy therapeutic equipment. This often requires lifting equipment above shoulder height. The incumbent may sit or stand for extended periods of time during authorization paperwork or creating therapeutic speech activity supplies.

Environmental Conditions

During their day an incumbent may be exposed to communicable diseases, blood and body fluid that can result in potential health risk to the incumbent. While maintaining or repairing



equipment, the incumbent will work with power tools, solvents and glues and be exposed to related noise and fumes.

Sensory Demands

The incumbent will be required to use the combined senses of touch, sight, and hearing during provision of care in a variety of settings. Some settings may be distracting for both the Incumbent and the patient (noise level, visual commotion, etc.).

The Hearing and Speech Aide must use strong observational skills when working with clients to accurately report to the Audiologist and/or Speech Language Pathologist.

Mental Demands

The Aide has the opportunity to develop relationships with the clients of the Rehabilitation Services Department. The Hearing and Speech Aide 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 healthcare team.

There is uncertainty in knowing what to expect while at work, especially in uncontrolled settings (e.g., home visits). There is legitimate concern about risk of verbal or physical assault and unknown and unpredictable situations (e.g., patients or family members under the influence of alcohol).

In addition, within the healthcare setting there can be significant lack of control over the work pace, with frequent interruptions that may lead to mental fatigue or stress. There is a large and varied volume of work that must be prioritized by the incumbent; demands are placed on this position by several different therapists all competing for the aide's time.

The Hearing and Speech Aide is required to be motivated and innovative in continuing education and practice to encourage the professional growth of self and others.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of, and ability to operate, a desk top computer to send and receive electronic mail and conduct research over the Internet,
- Knowledge of and ability to operate Microsoft office applications in the completion of letters, databases, and reports.
- Effective oral and written communication skills.
- Effective time management, organizational and problem-solving skills.
- The ability to work with a multidisciplinary team.



- 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:

This level of knowledge is typically acquired through the successful completion of certification as a Communication Disorders Assistant, Speech and/or Audiology Aide or Rehabilitation Assistant from an accredited Canadian Institution or an equivalent combination of education, training, and experience. Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

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

NTHSSA has several certifications that are required upon hire, depending on the area where the employee works, including but not limited to: Indigenous Cultural Awareness, Biohazardous Waste, Biosafety and Biosecurity, Infection Control, Workplace Hazardous Materials Information System (WHMIS) and others directly related to the incumbent's scope of practice.

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