



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Unit Clerk, Chemotherapy	
Position Number	Community	Division/Region
48-15463	Yellowknife	Patient Care Services/Stanton

PURPOSE OF THE POSITION

The Unit Clerk, Chemotherapy is a member of the health care team and provides clinical, administrative and clerical support to the multi-disciplinary team. As the first line of contact to the day to day activities of the unit, the Unit Clerk acts as a gatekeeper and coordinator of the information and activities required for the efficient operation of the unit. The Unit Clerk also liaises with external resources as required.

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 Tłı̄ch̄o 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 Tłı̄ch̄o 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 centre for the approximately 43,000 residents

of the North West Territories and approximately 6000 residents of the Kitikmeot Region, Nunavut (NU). The Chemotherapy Unit operates the only chemotherapy program for the NWT. The Chemotherapy program provides centralized care coordination for NWT and Kitikmeot Cancer patients.

Located in Yellowknife, the Unit Clerk reports directly to the Manager, Specialist, Renal and Chemotherapy Services (Manager), and works in collaboration with other health care professionals, such as Specialists, Physicians, Clinical Coordinators, Discharge Planner, Medical Social Worker, Patient Care Coordinator, Registered Nurses and other nursing staff to facilitate the process for the delivery of patient care by providing clinical, clerical and administrative support to the team.

The Unit Clerk is responsible to coordinate and implement activities related to the administrative functioning of their respective unit: this requires the incumbent to be non-judgmental with patients; assertive and problem-solving oriented with staff, and to demonstrate initiative within the scope of their role. The majority of the Unit Clerk's routine is spent on the computer, utilizing fax, telephone and email to obtain and/or disseminate information internally and to other agencies as required.

The incumbent deals directly with all members of the multi-disciplinary team and patients who at times may be demanding, upset and distraught. The Unit Clerk will be expected to work with the cultural differences and the expectations of patients, co-workers, and other health care providers. There is substantial pressure on the incumbent to keep up with the workflow and remember all of the details that are essential for patient care delivery.

The Unit Clerk is required to be focused and acutely aware of all the activities on their Unit, as they are the first line-of-contact for all who access the Unit. Fluctuating workloads require organizational skills, flexibility and an ability to spontaneously respond to changing priorities. The Unit Clerk needs to remain calm in a pressured situation and needs to be at times flexible with their role.

RESPONSIBILITIES

1. Facilitates communications accurately, completely and in a timely fashion to facilitate the administrative components of a prompt admission, diagnosis, treatment and discharge process.

- Ensures that all persons who come to the unit 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 and files documents and reports as required. Uploads documents to the Electronic Medical Record. Fax documents to the communities.
- Provides general departmental duties as assigned by Supervisor or daily schedule, to ensure the smooth operation of the Chemotherapy Units.

- 2. Provides clerical and administrative support in order to coordinate the day-to-day activities of the Unit.**
 - Demonstrates excellent customer service techniques when dealing with clients in person or through any other means of communication while maintaining client privacy and confidentiality.
 - Assists new employees with understanding and becoming familiar with unit/hospital activities and protocols.
- 3. As the first line of contact for the daily activities of the unit the Unit Clerk establishes and maintains effective communications and relationship with all members of the health care team, support staff, patients, visitors and others.**
 - Provides statistics on wait times and patient numbers, procedures, referrals, no shows, etc. on an ongoing basis
 - Organizes and coordinates data collection under the direction of the Manager.
- 4. Carries out general departmental duties as assigned by the Team Leader and Charge Nurse, or as required by the daily schedule, to ensure the smooth operation of the Chemotherapy Unit**
 - Provides new charts for unit use.
 - Monitors departmental office supplies.
 - Distributes incoming and outgoing mail and faxes.
 - Additional duties as assigned by the Manager from time to time.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual demands.

Sensory Demands

No unusual demands

Mental Demands

The environment is fast paced, dynamic and constantly changing; work is frequently interrupted by telephone calls, staff, visitors and patients. The Unit Clerk has limited control over the workload and competing demands require the Unit Clerk to continually reprioritize their work.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of health care systems, medical terminology, computer skills, and understanding of the filing system for patient records.
- Skilled in human relations, as the incumbent will be required to communicate important and often technical or complicated health information to many people from all walks of life and of different cultures every day.
- Skilled in customer service techniques when dealing with clients in person or through any other means of communication while maintaining client privacy and confidentiality.
- Ability to multi-task; answer phones, receive patients, prepare files and keep a mental log of information necessary for care delivery.
- Ability to coordinate and implement activities related to the administrative functioning of their respective unit.
- Organizational skills, flexibility and an ability to spontaneously respond to changing priorities.
- Ability to remain focused and acutely aware of all the activities on their Unit.

Typically, the above qualifications would be attained by:

Grade 12, Secondary School Diploma and 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