



IDENTIFICATION

| Department | Position Title | |
|--|--|----------------------------|
| Northwest Territories Health and Social Services Authority | Relief Program Assistant, Primary Care | |
| Position Number | Community | Division/Region |
| 48-15468 | Yellowknife | Primary Care / Yellowknife |

PURPOSE OF THE POSITION

The Relief Program Assistant, Primary Care (PAPC), is a member of the integrated health care team within Primary Care Clinic. The incumbent is responsible for providing dedicated support to the reception team and/or a designated Integrated Care Team (ICT) in the coordination and management of administrative duties to ensure residents have access to timely, professional, and sustainable health services required to maintain optimal health.

SCOPE

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 Tłı̄chǫ regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-indigenous persons. 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 Tłı̄chǫ Community Services Agency (TCSA) and Hay River Health and Social Services Agency (HRHSSA) operate under separate boards, 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 NTHSSA.

Under the direction of the Minister of Health and Social Services, NTHSSA is established to move toward one integrated delivery system as part of the transformation strategy. NTHSSA administers all primary care, public health, home care and general physician services



throughout Yellowknife, Dettah and Ndilo, as well as all regional health and social services delivered in Fort Resolution and Łutselk'e. NTHSSA provides and supports the delivery of community-based health and social services to adults and children in order to enhance the health and well-being of communities through excellence, accountability and respect for regional diversity.

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.

Building off the results and momentum of System Transformation, the strategic renewal effort has now begun a process of Primary Health Care Reform to shift the system and its care models towards a team and relationship-based approach that is driven through public participation, community feedback, and data, and built upon a foundation of trust and cultural safety. Using a community development approach, we are changing the way we work with people and communities, at every level of the health and social services system, to enable public participation in priority setting, planning, and design that integrates the social determinants of health.

This position is located in Yellowknife and reports to the Clinic Administrative Supervisor – Primary Care Clinic. The Primary Care Clinics include a number of interdisciplinary health care practitioners providing comprehensive patient assessment, coordinated intervention/plans of care, case management of complex or high need clients, personalized teaching and client follow-up. The PAPC collaborates with the Integrated Care Teams to ensure effective and efficient schedule coordination, verbal and written communication, information research/ transfer, and system coordination. The incumbent acts as a liaison with outside organizations to coordinate information and referrals according to the policies and procedures of the NTHSSA and acts to ensure that persons accessing the services receive optimal care. The incumbent may be required to assist with other activities such as scanning and linking documents to the Electronic Medical Records (EMR's) and is responsible for maintaining communication and assisting with meeting individuals' access needs in a fast-paced environment.

The PAPC is guided by general procedures but must be able to make independent decisions regarding competing priorities such as handling the wide variety of telephone calls, client, and integrated primary care team requests. These include, but are not limited to, making judgments about the nature and urgency of the request and when and whether to consult with other members of the integrated care team.

In this interdisciplinary environment the PAPC must be organized and have excellent attention to detail, as well as have the ability to understand the various roles of the Integrated Primary



Care Team (i.e., Physicians, Nurse Practitioners, Community Health Nurses, Licensed Practical Nurses and Holistic Wellness Advisors) when booking client appointments in order to ensure that each client encounter occurs with the right provider at the right time.

The legacies of colonization and residential schools have impacted Indigenous health outcomes and the way health and social services are delivered and accessed. This position honors and always promotes a culturally safe environment and practices from a trauma informed care perspective where interaction with clients and families is tactful, respectful and humble. This position requires the ability to handle several complex issues concurrently while maintaining attention to detail. The incumbent is expected to remain calm, controlled, and professional, regardless of the situation, and demonstrate compassionate care that is free of racism and discrimination, to clients, families, community members, and other members of the health care team. The incumbent is required to be motivated and innovative in the area of continuing education and practice, such as engaging in self-reflection, to encourage the professional growth of self and others.

The Relief Program Assistant, Primary Care may be required to work additional and flexible hours including days, evenings, and Saturdays for part or all of a 7.5-hour shift.

RESPONSIBILITIES

- 1. Delivers administrative and clerical support to members of the core primary care team, the core reception team, clients, and other members of the integrated primary care team while maintaining exceptional customer service and cultural safety principles.**
 - Provides client and family centered care and quality principles in the provision of services to clients and families.
 - Verifies and modifies client demographic information within the Electronic Medical Record (EMR).
 - Answers and direct telephone calls politely, respectfully, and professionally, and takes clear, concise messages, referring messages to the appropriate integrated team member and/or program as needed.
 - Assists clients in coordinating/completing forms as appropriate.
 - Arranges for interpreters as required.
 - Schedules and coordinates procedures, appointments, and follow-up appointments for clients with integrated care team members.
 - Coordinates and communicates schedule changes/appointments to both the client and members of the integrated care team.
 - Develops and maintains successful working relationships with clients, their families, colleagues, and others.



- Understands key concepts of the integrated care team model including interdisciplinary collaboration, open access, continuity of care, empanelment, and case management.
 - Contributes to a safe and respectful workplace.
 - Relays messages between integrated care team members and clients in a timely and efficient manner.
 - Manages incoming and outgoing mail and faxes for the clinic and/or integrated care teams.
 - Facilitates and coordinates booking of specialist appointments and diagnostic tests, in and outside of Yellowknife, as requested by integrated care team members.
 - Receives medical referrals and ensures that the referral is complete prior to sending the requested referral to the appropriate specialist.
 - Coordinates the within and out-of-territory medical travel associated with medical referrals.
 - Assists clients with accessing care by the team member that can best meet their needs.
 - Directs client flow through the clinic.
 - Keeps waiting and examination rooms organized.
- 2. Maintains current data and client information for statistical, informational, and educational purposes utilizing best practices and available electronic resources.**
- Provides reporting and statistics on quality outcomes, including but not limited to wait times and patient numbers, provider continuity, referrals, no shows, etc., on an ongoing basis.
 - Organizes and coordinates data collection under the direction of the Regional Manager of Primary Care, Nurse in Charge or CAS.
- 3. Provides record management services in accordance with GNWT archival and electronic record legislation, policy, and protocols including Access to Information and Protection of Privacy (ATIPP) and the Health Information Act (HIA).**
- Maintains and ensures all charts and files are kept current and accurate, e.g., results of tests, visits to other areas, other medical reports received from various agencies in and outside of the NWT.
 - Files, scans, links and photocopies documents, records, and files.
 - Administers requests for information from client files for review by integrated care team members (including but not limited to retrieval of information to fill prescriptions and request for information from external sources).
 - Retrieves and prints clinical documents from the medical record (paper or electronic), to accompany referrals or external requests for information (e.g., insurance information requests, WSCC), at the request of the patient or integrated care team member, and in keeping with release of information policies.



4. Contributes to a culture of patient safety and equitable care within the Northwest Territories Health and Social Services Authority.

- Ensures positive patient identification through the use of dual patient identifiers.
- Reduces the spread of infection through effective hand hygiene.
- Uses effective and respectful communication at point of patient information transfer and discharge.
- Effectively assesses patient risk through established Health Authority protocols.
- Advocates for the dignity and respect of patients.
- Promotes the autonomy and rights of patients and helps them to express their health and health care needs and values to obtain appropriate information and services.
- Safeguards the trust of patients that information learned in the context of a professional relationship is shared outside the health care team only with the patient's permission or as legally required.

5. Facilitates, support sand promotes a culture of teamwork.

- Receives and shares information, opinions, concerns, and feedback in a supportive manner.
- Works collaboratively to build rapport and create supportive relationships with team members both within primary care and across the organization.
- Develops a supportive rapport with individuals and their families to facilitate collaborative relationships with other integrated team members.
- Determines the most appropriate, effective, and efficient mode of communication among interdisciplinary team members in accordance with identified policies and procedures.
- Coordinates and participates in formal and informal case conferences to share appropriate information concerning individual concerns or progress and to utilize the team's skills and resources in the most efficient and effective manner.
- Contributes to a positive, strengths-based team environment and supports team colleagues.
- Collaborates proactively with all integrated and interdisciplinary team members utilizing a client centered approach to facilitate and maximize healthcare outcomes.
- Communicates effectively with other members of the health care team to provide continuity of care and promotes collaborative efforts directed toward quality patient care.

6. 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

No unusual demands.

Environmental Conditions

As the first point of contact, there will be exposure to communicable diseases. In performing some of the duties there is also a risk of exposure to body fluids, human waste, and hazardous materials (sharps, toxic wastes, cleaning solutions).

Sensory Demands

No unusual demands.

Mental Demands

The incumbent must be able to transition effortlessly into various situations as there is little control over work pace and many interruptions.

As the first point of contact, the incumbent will routinely be dealing with challenging situations including demanding/irate clients who feel that they are entitled to faster and better service, either in the clinic or as a client referred to a southern facility.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of standard office administration protocols, procedures, and best practices.
- Knowledge of medical records and the ability to learn records management and to use an electronic medical record system.
- Knowledge of the application and maintenance of quality, safety, and infection control standards.
- Prioritizing, problem solving and decision making skills.



- Organizational and attention to detail skills to administer the multitude of activities required to ensure clients are served in a respectful, confidential and timely manner.
- Interpersonal skills required to communication with people of diverse cultures and backgrounds, medical backgrounds, and other professional practitioners.
- Ability to work in an electronic environment, including, but not limited to Microsoft Office suite, Electronic Medical Records, and other computer systems.
- Ability to perform computer-based tasks and utilize the electronic health record system, including accessing and reading charts/provider notes for basic information to respond to client's inquiries/requests; entering notes in records; and performing complex scanning and linking of documents to health records.
- Ability to follow through on commitments relating to work activities and personal actions.
- Ability to develop and monitor a system for tracking the status of various actions and correspondence.
- Ability to defuse conflict when dealing with irate/upset clients in an effective and professional manner.
- Ability to prioritize and manage multiple responsibilities.
- Ability to comprehend and follow direction both in writing and verbally.
- Ability to apply organizational and time management skills to facilitate the multitude of activities which ensure patients are seen in a timely manner.
- Ability to work with minimal supervision and be self-directed.
- Ability to understand and recognize the cultural, social, and political realities in the Northwest Territories.
- Ability to acquire knowledge to recognize the impacts of colonization and residential schools on Indigenous health outcomes and the way health and social services is delivered.
- Ability to orient new staff in the performance of duties and to ensure backup coverage by other clinic staff.
- 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 high school / secondary school diploma program (grade 12) and

- Completion of a Medical Office Assistant diploma program, OR,
- Having at least one (1) year experience in a medical or health care facility as a clinic/program assistant along with successful completion of a Medical Terminology course.

Equivalent combinations of education and experience will be considered.



ADDITIONAL REQUIREMENTS

Proof of immunization in keeping with current public health practices.

Within the Yellowknife Region, all PAPC must be able to acquire, within a reasonable time frame and remain current in, mandatory certifications specific to the role and working environment as outlined in their orientation. This includes, but is not limited to:

- Fire Safety Training
- WHMIS
- Nonviolent Crisis Intervention
- Privacy and Confidentiality training
- Infection, Prevention and Control (IPAC) training
- Training as required to meet Accreditation Canada standards.

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