



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Relief Licensed Practical Nurse, Primary Care	
Position Number	Community	Division/Region
48-15472	Yellowknife	Primary Care/Yellowknife

PURPOSE OF THE POSITION

The Relief Licensed Practical Nurse (RLPN), Primary Care is responsible for providing multifaceted nursing care to clients of the Yellowknife Primary Care Clinic(s) in accordance with established standards of nursing practice and the philosophy and objectives of the Northwest Territories Health and Social Services Authority (NTHSSA) to ensure residents have access to timely, professional and sustainable health services required to maintain optimal health.

SCOPE

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-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 Tłıchǫ 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. The 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.

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. The RLPN, Primary Care has particular responsibility for developing trusting, caring relationships with clients while actively contributing to ongoing design and renewal activities.

Located in Yellowknife the RLPN, Primary Care will report to the Nurse in Charge, Primary Care (NIC) for operational requirements. The incumbent provides a wide range of primary health care services within the LPN scope of practice, in collaboration with other members of the primary care team, to promote the health and wellness of clients.

The RLPN, Primary Care is accountable for reviewing and prioritizing patient needs, acting as a resource to practitioners, conducting timely and efficient patient assessments to ensure effective use of resources, and providing direct nursing interventions within scope and role. The position provides functional direction in the day-to-day operations of the primary care clinic, assists with inventory management, policy and procedure review, records management (including but not limited to relaying of client information via fax and/or other), and appropriate documentation.

The RLPN, Primary Care is a member of an integrated health care team and provides direct nursing care to patients both before and after procedures being performed in the Primary Care Clinic, acts as a patient advocate, facilitates communication between the patient, family, practitioners, and other health care professionals aiming to achieve a holistic approach to planning, organizing, teaching and relationship development. The RLPN, Primary Care will participate in and assist practitioners with minor medical procedures within the clinic (e.g. biopsies, vasectomies, excisions) and perform procedures including but not limited to suture removal, cryotherapy, dressing changes, eye washing, ear syringing, allergy injections, electrocardiograms, and visual acuity assessment. The incumbent works collaboratively with Public Health, Homecare, and other members of the integrated health care team when required,



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The duties of the position are carried out in accordance with the scope of the LPN practice, the policies and procedures of the Northwest Territories Health and Social Services Authority, and Accreditation Canada Standards and Required Operational Practices.

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 honour and promote a culturally safe environment at all times. Practicing from a trauma informed care perspective is expected and the position requires that 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 RLPN, 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. Under the direction of the Regional Manager, Primary Care and/or Nurse in Charge, and in accordance with nursing practices, the RLPN, Primary Care provides nursing support to the practitioners in the clinic.

- Assesses, plans, implements, documents and evaluates care to ensure a coordinated holistic approach which best meets the needs of the patient.
- Completes follow-up requests from patients, practitioners, supervisors, and other staff, as well as outside agencies, in a timely manner.
- Assists with organizing Telehealth appointments for patients and attends as required.
- May provide direction to clinic program assistants as directed, including but not limited to arranging for medical travel or for services outside of the client's home community.
- Communicates with practitioners and other health professionals to ensure time sensitive health information is addressed/managed in a timely and effective manner.
- Chaperones patients if requested by either the patient or practitioner and assists during examinations if requested/required.
- Identifies and assists with response to emergencies including initiating first aid and CPR procedures.



2. Provides direct nursing care, including before and after procedures being performed in the clinic.

- Takes vital signs and conducts other assessments such as pulse oximetry, blood glucose, height, weight, visual acuity, waist circumference, and other vitals as required.
- Provides specialized health services within the LPN scope of practice for which training has been provided (e.g. Holter monitor application and removal, employer hearing testing, etc.).
- Maintains independent nursing-specific appointments and procedures such as, but not limited to: suture removal, follow-up dressing changes, injections, cerumen management, cryotherapy, mixing and administering medications, performing allergy injections, and application of splints, slings and tensor bandages.
- Provides a wide variety of additional services, treatments, and procedures, including, but not limited to, performing physical assessments and vital signs, biometrics, testing visual acuity, performing electrocardiograms, assisting with minor surgical procedures, monitoring anticoagulation, and preparing equipment.
- Performs point of care laboratory testing (e.g. urine pregnancy testing) following the completion of training and competency requirements, and communicates interpreted results to the patient/client.
- Processes, packages, and forwards specimens for laboratory testing when needed.
- Stocks, maintains and keeps tidy all exam and treatment rooms.
- Cleans exam rooms and equipment between clients in accordance with the NWT Infection Prevention and Control Manual on an as and when needed basis.
- Ensures patients receive instructions on preparation for special procedures such as day surgery, ultrasounds, other diagnostic procedures, pre-phlebotomy and pre-op teaching.
- Acts in a manner consistent with the LPN professional code of ethics, responsibilities and standards of practice.

3. Facilitates, implements and modifies patient and family educational/teaching based on the needs of the patient in conjunction with members of the Integrated Care Team.

- Uses a holistic approach, honoring Indigenous knowledge, wisdom and diversity, to promote client centered learning to individuals and their families to promote wellness, decrease suffering and prevent injury (e.g. self-care, health promotion, etc.).
- Identifies and assesses the individual's physical, emotional, psychosocial, sexual and spiritual needs and provides supportive care, educational interventions, and referrals in a collaborative multidisciplinary approach to care.
- Facilitates individual learning in relation to patient illness or injury.
- Through the use of shared decision-making discussions, facilitates the empowerment of the patient/family in making informed health care decisions.
- Researches, develops, revises and evaluates, on an ongoing basis, educational resources necessary to support patients (procedure preparation, pre-natal teaching, contraceptive



counseling, allergy injections, etc.). Participates in program development for specialty program education and teaching.

- 4. Performs administrative functions that contribute to the management of the Primary Care clinic in accordance with Health Authority Policies, Procedures and Standards, Territorial Guidelines, Accreditation Canada Standards and ROPs and Scope of Professional Nursing Practice.**
 - Provides coaching and leadership to peers, students and other members of the health care team to develop skill levels necessary to promote wellness, decrease suffering and prevent injury.
 - Maintains confidentiality of all written and verbal communications regarding patients, staff, and the organization.
 - Maintains clinic supplies according to approved purchasing procedures to meet the need of the program area.
 - Performs all activities with respect to current Health Authority policies and procedures.
- 5. Advocates for practice environments that have the organizational and human support systems, and the resource allocations necessary for safe, competent and ethical nursing care.**
 - Collaborates with nursing colleagues and other members of the health team to advocate health care environments that are conducive to ethical practice, cultural safety, and to the health and well-being and experiences of patients and others in the setting.
 - Participates in committees, task forces, and research projects as directed.
 - Orientates and trains new employees to primary care, services, procedures and mandate when required.
- 6. 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.
 - Communicates effectively and respectfully at the 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.



- Applies and promotes principles of equity, including providing care in a culturally safe manner, to ensure patients receive unbiased treatment and a share of health services and resources proportionate to their needs.

7. The RLPN is expected to facilitate, support and promote, 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.
- Makes frequent decisions about 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 promote collaborative efforts directed toward quality patient care.

WORKING CONDITIONS

Physical Demands

The incumbent is required to be very mobile. When performing patient assessment and nursing interventions, the incumbent will be required to bend and stand in awkward positions, lift equipment, assist patients to get in or out of wheelchairs and/or lift up to 50 lbs. The incumbent must be able to stand and walk for long periods of time, often the majority of a 7.5-hour shift. (Daily; Varies Mid-Moderate)

Environmental Conditions

Exposure to potential communicable diseases, body fluids, human waste, hazardous materials (e.g., sharps, toxic wastes, cleaning solutions). (Daily; Varies 4-7 hours)



Sensory Demands

The incumbent will be required to use the combined senses of touch, sight, smell and hearing during assessments and continuous observation of patients within the clinic. (Daily; Varies Mid-Moderate)

Mental Demands

The incumbent is exposed to dying and other emotionally disturbing experiences.

Within the health profession there are frequent interruptions with significant lack of control over the work pace. There is legitimate concern about being responsible for the lives of patients and their families, risk of assault as well as unknown and unpredictable situations.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of, and an ability to apply, the nursing processes (assessment, planning, implementation, and evaluation) within the LPN scope of practice.
- Knowledge of, and an ability to, network resources within and outside the NTHSSA, in order to ensure support of patients and their families.
- Knowledge of the importance of confidentiality and ability to keep personal and medical information private and confidential at all times.
- Ability to work in an integrated, interdisciplinary primary health care setting.
- Ability to provide training, advice and assessment using specialized equipment, medications, tools, and techniques.
- Ability to work in an electronic environment, including but not limited to Microsoft Office suite, Electronic Medical Records and other computer systems as needed.
- Ability to recognize the impacts of colonization and residential schools on Indigenous health outcomes and the way health and social services are delivered.
- Ability and willingness to engage in self-reflection to learn about personal biases and assumptions.
- Ability to operate and/or use standard medical equipment (such as but not limited to: otoscopes, thermometers, sphygmomanometer, blood glucose monitors, etc.).
- Ability to effectively operate non-medical equipment used during the care of patients within the clinic (such as crutches, canes, wheelchairs etc.).
- 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 Practical Nursing Diploma from a Licensed Practical Nursing Program, including Medication Administration and participation in continuing education as it pertains to the profession.

Experience working in an interdisciplinary model; two (2) years of experience in areas such as acute care/hospital setting, public health, and medical office/family practice is an asset.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Eligible for registration with the Government of the Northwest Territories-Department of Health and Social Services.

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

Within the Yellowknife Region, all LPNs 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:

- Heart and Stroke Foundation of Canada Basic Life Support
- Nonviolent Crisis Intervention
- Privacy and Confidentiality training
- Infection, Prevention and Control (IPAC) training
- Education Program for Immunization Competency (EPIC)
- Transportation of Dangerous Goods
- Point of Care Testing certifications
- 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