



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Relief Clerk Interpreter	
Position Number	Community	Division/Region
48-15508	Fort Providence	Community Health Services / Dehcho

## PURPOSE OF THE POSITION

The Relief Clerk Interpreter will greet patients and callers; answer telephones, direct calls and take messages; direct patient flow, schedule patient appointments for the clinic, in accordance with Northwest Territories Health and Social Services Authority (NTHSSA) Policies and Procedures, Clinic protocols, and balancing client needs, and Health Care team availability.

## SCOPE

Located in Fort Providence at the Fort Providence Health Centre, the Relief Clerk Interpreter will report to the Nurse in Charge (NIC) and is responsible for maintaining and promoting communication, and controlling patient flow in a fast paced, high volume environment. The incumbent, as first point of contact, acts as a liaison between clients, staff, Physicians and other Health Care institutions, and professionals by relaying information in an accurate and timely manner.

This position is guided by general procedures, but must make judgments about a wide variety of calls and questions dealt with during the workday. Judgments include the nature and urgency of patient requests, and whether to interrupt members of the Health Care team to take the call. Given the pace and volume of the Clerk Interpreter's work, prioritization of clinical situations is constantly challenging. Concentrated attention to detail for prolonged periods of time and frequent interruptions will be experienced by the job holder in this position. As well, the incumbent may be interacting with frightened, emotionally distraught, angry or stressed patients in the course of the role,

Proper scheduling of clients and timely management allow the Health Care team to productively care for their patients.

## **RESPONSIBILITIES**

### **1. Provide clerical and reception services for the Health Center.**

- Greet clients (in person and on the telephone) in a courteous and timely fashion.
- Answer, screen and transfer calls.
- Book client appointments and medical travel arrangements, where necessary.
- Assess each call or request, relays messages and information, as required.
- Relay pertinent information to staff or Physicians as required by client or staff from other departments or Health Centers (i.e. labs, specialist bookings, nursing stations, etc.)
- Carry out follow-up procedures to track areas of health concern ensuring deadlines are met and decisions are implemented.
- Contact clients for follow-up and/or cancellation of appointments.
- Act as Interpreter for visitors to the Health Centre.
- Maintain list of specialist appointments for follow-up and complete required administrative procedures related to clinics.
- Identify matters of priority for the attention of the Nurse in Charge and Community Health Nurses; receives instructions on subsequent course of action and does so in a timely manner.
- Maintain security and confidentiality with respect to client interactions and other dealings surrounding the Health Centre environment.
- Ensure the Health Centre reflects a positive and professional image through effective communication, protocols, policies and procedures.
- Performs other duties as directed by Supervisor.

### **2. Interpreter Services.**

- Provide translation and/or explanations of the care plan.
- Assist NTHSSA staff with client communication.

### **3. Provide clerical and other support services to the Nurse in Charge, Community Health Nurses and Physicians of the clinic.**

- Convey or obtain information as required by telephone/fax to assure support work of the clinic is completed on a timely basis.
- Handle incoming/outgoing mail.
- Assist with physician billing and coding.
- Maintain equipment at workstations (telephone, computer, fax).
- Photocopy information for patients as requested, maintaining confidentiality guidelines.

## **WORKING CONDITIONS**

### **Physical Demands**

No unusual demands.

### **Environmental Conditions**

There is some risk of exposure to communicable disease due to client contact.

### **Sensory Demands**

The incumbent is involved in focused listening for extended periods of time.

### **Mental Demands**

No unusual demands.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Ability to be self-directed, and to organize work with minimal supervision.
- Interpersonal and verbal communication skills needed to maintain a professional manner in all situations.
- Time management skill to complete tasks in order of importance while dealing with competing priorities.
- Written communication skills to maintain patient records.
- Knowledge of confidentiality protocols and ability in their application to ensure patient and other information is kept confidential.
- Knowledge of the geographic and/or cultural needs of patients, and how this affects the delivery of Health Care to ensure sensitivity to patient needs.
- Knowledge of general office procedures to work effectively as part of the Clinic team.
- Knowledge of electronic equipment such as computer, fax and photocopy machines and the ability to operate them.

### **Typically, the above qualifications would be attained by:**

The completion of Grade 10.

### **ADDITIONAL REQUIREMENTS**

First Aid Certificate

Cardiopulmonary Resuscitation Certificate

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

### **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:** South Slavey

Required

Preferred