



## **IDENTIFICATION**

Department		Position Title	
Northwest Territories Health and Social Services Authority		Clinical Nurse Educator – Yellowknife Region	
Position Number	Community	Division/Region	
48-15555	Yellowknife	Quality, Risk, and Client Experience/HQ	

## **PURPOSE OF THE POSITION**

The Clinical Nurse Educator – Yellowknife Region is responsible to provide nursing and medical staff with a clinical education program that ensures continuing competency amongst Northwest Territories Health and Social Services Authorities (NTHSSA) healthcare professionals in the Yellowknife Region and Corrections, and is a subject matter expert on the provision of clinical education to nurses, practitioners and health care professionals.

## **SCOPE**

Reporting to the Territorial Manager, Clinical Education and Client Experience (Manager), the Clinical Nurse Educator – Yellowknife Region (CNE) of the NTHSSA is located in Yellowknife and is responsible for planning, development, implementation, maintenance, and evaluation of the NTHSSA Clinical Education programs for nurses, practitioners and health care aides in the Yellowknife Region and Corrections. The Yellowknife Region includes: Yellowknife Public Health, Yellowknife Homecare, Yellowknife Primary Clinic, Yellowknife Frame Lake Clinic, Yellowknife community Mental Health nurses, and the communities of Fort Resolution and Lutselke.

The NTHSSA is the single provider of all health and social services in the Northwest Territories (NWT), except for the Hay River and Tlicho regions and was established to move toward one integrated delivery system as part of the government's transformation strategy. Health and social services includes the full range of primary, secondary and tertiary health and social services.

While the Tlicho Community Services Agency (TCSA) will operate under a separate board and the HRHSSA will also operate under a separate board in the interim, the NTHSSA will set clinical standards, procedures, guidelines and monitoring for the entire Northwest Territories (NWT).

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.

The Department of Health and Social Services (DHSS) plays an important role in the connectivity between the NTHSSA, the TCSA and the HRHSSA because it establishes the common policy framework and common standards for the entire system. Operational consistency and collaboration across these three authorities is required to provide a quality, integrated Health and Social Services system for the NWT.

The CNE works within a legislative and policy framework that includes the *Hospital Insurance and Health and Social Services Administration Act*, *Medical Profession Act*, *Nursing Profession Act*, *Guardianship Act*, *Public Health Act*, *Coroners Act*, *Access to Information and Protection of Privacy Act (ATIPP)*, *Health Information Act (HIA)*, *RNANT/NU Bylaws*, *NTHSSA Medical and Professional Staff Bylaws*, *Mental Health Act*, *Child and Family Services Act*, as well as GNWT, DHSS and NTHSSA policies and procedures.

The Quality, Risk and Client Experience Division promotes and supports safe, quality patient/client centered care and services through leading in-depth investigations into all patient safety incidents, critical incidents and unusual occurrences while providing subject matter expertise and education, minimizing risk and facilitating the implementation of best practices and system knowledge.

There is a significant shift to approaching clinical education with a proactive lens. This requires the CNE to not only consider current policy, procedure, and system impacts, but ensure a forward look for future opportunities for educating clinical staff across the NWT. The incumbent is responsible to plan, design, deliver and evaluate clinical education programs for healthcare professional improvements to improve the quality of client care clients and patients receive in the Northwest Territories and ensure the standards for care outlined by Accreditation Canada are met.

The CNE is responsible to develop and deliver clinical related courses for health care professionals that are required to provide excellence in patient care and to meet their ongoing educational requirements outlined by their regulatory bodies, the Accreditation Canada standards and the Workers and Safety Compensation Commission (WSCC) requirements.

These courses are mandatory and facilitate the ability of clinical staff to perform their duties and to meet standards. The courses offered by the CNE are based on needs assessments that are conducted on a regular basis and are based on legislated requirements. Each course is offered anywhere from 2 to 20 times a year to accommodate shift workers and operational requirements. Mandatory clinical education is delivered in a variety of formats including lectures, in-services, demonstrations with hands on participation, and on-line learning. The skills that are taught are not routinely taught in undergraduate programs and/or to perform skills outside of their normal scope of practice. Flexibility is required to meet the needs of shift workers (e.g., online learning or self-learning modules). Courses are delivered to health care professionals located at Clinics and Health Centers throughout the Yellowknife Region.

The CNE attains/renews instructor's certificates for mandatory certifications provided by national recognized organizations. Typically these include but are not limited to Basic Life Support, Advanced Life Support, and Pediatric Advanced Life Support.

The CNE works closely with the Manager, Territorial Managers of Health and the Manager, Strategic Learning and Talent Development to plan, implement, monitor and evaluate educational programs required to ensure successful program delivery. The CNE coordinates activities and assists with delivering mandatory and non-mandatory clinical educational programs to nurses, practitioners and health care aides, while applying project management methodology including: planning, communication, monitoring, project and program evaluation techniques to ensure that programs are done efficiently and effectively.

The CNE supports the objectives of the NTHSSA's cultural safety program particularly working in partnership with the NWT's Indigenous peoples to identify and explore options to meet health and wellness priorities.

The CNE works collaboratively with the Territorial Managers, within the NWT, staff of DHSS, the TCSSA and HRHSSA to facilitate successful program delivery. The CNE works with colleagues in the NTHSSA to ensure all nurses, practitioners and health care aides have the skills and abilities to provide hands on care to the patients and clients of the NWT. The CNE maintains relationships with the regulatory bodies of the health professions, the colleges and universities that provide professional staff education and national and international communities of practice focused on clinical education.

A variety of duties are assigned to the CNE and the incumbent must effectively assess and prioritize projects in order to achieve a successful outcome.

## **RESPONSIBILITIES**

### **1. Develops and delivers clinical education programs for nurses, practitioners and health care aides.**

- Develops and implements education programs for nurses, practitioners and health care aides, determining curriculum content, writing and editing education materials and evaluation tools. Evaluation tools are typically written exams and clinical competency skills lists for actual procedures.
- Reviews all materials taught on an annual basis to ensure best practices and national standards are followed.
- Determines certification/re-certification needs for employees and provides education to meet them. Attains/renews instructor's certificates for mandatory certifications provided by national recognized organizations. Typically these include but are not limited to Basic Life Support, Advanced Life Support and Pediatric Advanced Life Support.
- Delivers Nursing Orientation for all new Registered Nurses (RNs), Licensed Practical Nurses (LPNs) and Health Care Aides. Supervises and participates in updating of the orientation programs for all new nurses, practitioners and health care aides.
- Delivers preceptor workshops for all RNs who preceptor nursing students.

- Coordinates in services on new medical equipment and procedures as needed.
- Conducts introductory and continuing education on paper and electronic health systems related to the clinical environment to ensure charting by health professionals is accurate and meets legal requirements for health record documentation as well as with Accreditation Canada.
- Works with the changing needs of programs to provide education as deemed appropriate by those departments.

**2. Coordinates specialty training for nurses, practitioners and health care aides.**

- Conducts and analyzes needs assessments for nurses, practitioners and health care aides and prioritizes delivery and funding of training programs in accordance with the results of the assessments.
- Researches and promotes innovative delivery options for specialized clinical training.
- Assists in ensuring Memorandum of Understandings exist between the NTHSSA and Post-Secondary Educational institutions.
- Negotiates arrangements for specialty education and/or training outside of the Territories with Post-Secondary Educational institutions for clinical staff.
- Coordinates practicum placements, including travel and housing.
- Assists employees/students to successfully complete program as needed (e.g., Arrange tutorial sessions).
- Proctors examinations for specialty training and other staff pursuing continuing education.

**3. Provides support to the Territorial Health Services Managers in the development of Clinical Practice Guidelines.**

- Reviews, rewrites (as needed) and assists in the development of clinical practice guidelines, policies, procedures and SOPs that facilitate patient care.
- Acts as the resource person for charting for all healthcare professionals and students.
- Recommends to the Director of Health Services competency levels for clinical practitioners in accordance with professional practice requirements and standards.
- Monitors and researches the development of clinical practice issues.
- Provides on-going support to staff with regard to clinical issues and trends.
- Orders all text books and electronic subscriptions for the clinical areas as needed

**4. Provides leadership in development or amendment of clinical education and care policies and procedures at the Regional and Territorial Level:**

- Develops/amends NTHSSA policies, procedures, protocols and guidelines related to clinical education following the NTHSSA Policy Framework to reflect quality and best practices in collaboration with regional managers, territorial managers and senior management.
- Ensures that clinical education and clinical care policies, procedures, and protocols are continuously reviewed, updated, and distributed throughout NTHSSA.
- Promotes ongoing education and orientation at NTHSSA on new, updated or amended quality and patient safety policies, procedures, protocols guidelines, legislation and professional practice issues (e.g. liability issues) that impact client care.

**WORKING CONDITIONS**

### **Physical Demands**

The incumbent may be required to lift, move, and support patients individually or as part of a group. This may require bending and standing in awkward positions.

### **Environmental Conditions**

The incumbent may have significant levels of exposure to communicable diseases and hazardous materials that can result in potential health risks to the incumbent.

### **Sensory Demands**

No unusual demands.

### **Mental Demands**

The incumbent can occasionally be subject to high levels of stress related to multi-tasking, conflicting priorities, dealing with confidential and politically sensitive information and working with tight deadlines, which may lead to mental or emotional fatigue. The incumbent deals with a variety of staff that may have divergent perspectives.

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

- Knowledge of adult education practices, especially instruction and facilitation practices.
- Knowledge of the development and implementation of clinical programs to healthcare professionals
- Knowledge of evaluation methods in the health care field.
- Ability to acquire and apply knowledge of health and social services legislation in the NWT, including the *Hospital Insurance and Health and Social Services Administration Act*, *Medical Profession Act*, *Nursing Profession Act*, *Guardianship Act*, *Public Health Act*, *Coroners Act*, *Access to Information and Protection of Privacy Act (ATIPP)*, *Health Information Act (HIA)*, *RNANT/NU Bylaws*, *NTHSSA Medical and Professional Staff Bylaws*, *Mental Health Act*, *Child and Family Services Act*, as well as GNWT, DHSS and NTHSSA policies and procedures.
- Knowledge of nursing practices in a variety of clinical areas.
- Knowledge of professional standards of practice and legal components of clinical practice.
- Knowledge of word processing, spreadsheet and database software programs.
- Knowledge of legislation, policies and procedures that affect the delivery of health and social services in the NWT.
- Knowledge of the Accreditation Canada standards.
- Knowledge of northern cultures and of cultural influences on health.
- Research and analytical skills.
- Problem solving skills.
- Excellent written and verbal communication skills.
- Interpersonal and inter-group skills to effectively lead and facilitate internal, external, individual or multidisciplinary division team or group education sessions.
- Organizational, time management, analytical, facilitation, and presentation skills to manage multi-disciplinary responsibilities in a timely and effective manner.
- Ability to work in a team and cross-cultural environment.

- Ability to maintain a high degree of tact, discretion and diplomacy.
- Ability to maintain confidentiality at all times.
- Ability to work with a wide range of data collections sources in health administration.

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

Completion of a bachelor's degree in nursing and a minimum of three (3) years work-related experience in an acute care health care setting including a minimum of two (2) years' experience providing clinical education.

**ADDITIONAL REQUIREMENTS**

Current registration/membership with the Registered Nurses Association of the Northwest Territories and Nunavut is required. Proof of immunization in keeping with current public health practices is required.

Assets include:

- Certification in adult education.
- Knowledge of coordinating projects in a Northern environment and strong proficiency in both official languages.

**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