



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Rehabilitation Clinical Program Assistant	
Position Number	Community	Division/Region
48-15699	Yellowknife	Rehabilitation and Continuing Care Services/Yellowknife Region

PURPOSE OF THE POSITION

The Clinical Program Assistant (PA) provides clinical support in the provision of Rehabilitative services to patients of the Physiotherapy, Occupational Therapy, Speech-language Pathology, and Audiology Departments. Furthermore, the PA provides clinical support to the Territorial Coordinator, Child Development Team and the Territorial Coordinator, Youth Fetal Alcohol Syndrome Disorder (FASD). All the clinical support provided by the PA, is in accordance with the philosophy and strategic priorities of the Northwest Territories Health and Social Services Authority (NTHSSA). The PA will deliver service in a safe, effective, and efficient manner that ensures patients realize and maintain maximum physical mobility, functional independence and wellness.

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. 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, NTHSSA will set clinical standards, procedures, guidelines and monitoring for the entire 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 NTHSSA.



NTHSSA administers health and social services to the residents of the Yellowknife Region in the NWT. NTHSSA directly and contractually employs over 300 staff who deliver these services in Yellowknife, Ft. Resolution, Lutselk'e, N'dilo, and Dettah for the Yellowknife Region. NTHSSA provides and supports the delivery of services to adults, children, and seniors on an inpatient, outpatient, and outreach basis at multiple sites across the city of Yellowknife and the Communities of Lutselk'e, N'dilo, Dettah, and Ft. Resolution. These services include community-based social services, a public health clinic, primary care services, rehabilitation services, home and community care services, and long-term care/extended care services.

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.

Reporting directly to the Territorial Manager, Physiotherapy (Manager), the incumbent, under the direction and supervision of the Manager, provides research, analytical, and administrative support to the Physiotherapists, Occupational Therapists, Speech-language Pathologists, Audiologists, Territorial Coordinator, Child Development Team, Territorial Coordinator Youth FASD and Territorial Specialists, Autism Spectrum Disorder. To perform this role, the incumbent must demonstrate an awareness and sensitivity to the variety of disciplines involved in pediatric and adult rehabilitation, individual patient needs, service availability, and geographical and cultural diversity.

RESPONSIBILITIES

- 1. Provides administrative and clerical support to the Managers and professional staff of the Child Development Team (CDT), Physiotherapy (PT), Occupational Therapy (OT), Speech Language Pathology (SLP) and Audiology (AUD) Departments and their patients.**
 - Schedules and coordinates assessment and treatment appointments to aid in the restoration of the patient's health.
 - Maintains and coordinates schedules of CDT/PT/OT/SLP/AUD staff to attend meetings and case conferences both within and out of the organization.
 - Facilitates communication between patients, staff, physicians and outside agencies, e.g., WSCC or Medical Travel.
 - Acts as a "gate keeper" to ensure that services are operating at an optimum level.
 - Assists with travel arrangements for travel clinics as directed for the provision of professional services.
 - Receives medical referrals and ensures that the prerequisite information is complete before placing on the appropriate wait list.
 - Prepares and maintains files for outpatient services.



- Liaises with community health center staff in outreach communities to inform them of travel schedules for rehabilitation services.
 - Prepares, collates, and distributes reports of patients or outreach visits to the appropriate recipients, as directed by the therapists.
 - Maintains patient database of cases and events through computerized scheduler, i.e., booking/tracking appointments.
 - Contributes to department management by maintaining stock of office supplies and participating in the development of yearly goals and objectives.
 - Provides clerical and receptionist support for the Rehabilitation Department and Director of Rehabilitation Services and Continuing Care.
 - Provides relief coverage for other Rehabilitation/CDT Program Assistants when operational requirements allow.
 - Maintains department attendance record.
- 2. Maintains a confidential system for medical records and caseload monitoring for Rehabilitation Services.**
- Prepares patient files and current data re: physician referral, x-ray reports, and other medical reports.
 - Coordinates and communicates appointment/schedule changes.
 - Maintains a wait list to try to accommodate timely access to services and keep wait times to a minimum.
 - Monitors attendance and non-attendance in accordance with the Rehabilitation Department's discharge policy to ensure efficient use of clinician's schedule.
- 3. Maintains current data and patient information for statistical, informational, and educational purposes.**
- Compiles and collates monthly workload measurement statistics and volume indicators for Rehabilitation programs.
 - Prepares monthly and annual indicator reports for the Director/Managers/Team Lead
 - Facilitates outpatient satisfaction questionnaire delivery to patients.
 - Organizes and coordinates data collection, under the direction of the Director/Manager/Team Lead.
- 4. 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

The incumbent will have exposure to communicable diseases due to their exposure to patients, and their families.

Sensory Demands

No unusual demands.

Mental Demands

As first point of contact for the department, the incumbent will be dealing with demanding/upset patients on a regular basis as they attempt to get appointments sooner than the waiting list indicates is required.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of general office procedures and familiarity with electronic equipment, e.g., facsimile, photocopier.
- Knowledge of patient confidentiality policies and application of these policies to ensure strict patient/hospital confidentiality.
- Knowledge of and ability to employ organizational, analytical and research skills.
- Knowledge of medical terminology.
- Knowledge of medical filing system practices to keep accurate files.
- Ability to ensure sensitivity to patient needs through acquiring knowledge relating to the geographical/cultural differences of patients, including how these differences affect the delivery of health care.

- Organizational and time management skills to administer the multitude of activities to ensure the patients are seen in a timely manner.
- Interpersonal and communication skills, both oral and written.
- Skills and abilities relating to records and file management.
- Computer literacy with knowledge of word processing and spreadsheet programs.
- Ability to use and access computer resources such as EMR, Medi-Patient, Resident Search, Peoplesoft and PACS.
- Ability to work with minimal supervision and be self-directed.
- Ability to independently problem-solve and implement solutions within the outlined scope.
- Ability to develop a network of resources within and outside the organization.
- 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 diploma in medical office management or one (1) year of office experience in a medical or health care setting. Completion of a medical terminology course is required.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

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

NTHSSA has several 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 and Biosecurity, Infection Control, Workplace Hazardous Materials Information System (WHMIS) and others directly related to the incumbent's scope of practice.

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