



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Clinical Program Assistant, Cancer Care	
Position Number	Community	Division/Region
48-15961	Yellowknife	Territorial Operations/ Clinical Integration / Health Services/Cancer Care

PURPOSE OF THE POSITION

The Clinical Program Assistant, Cancer Care is a member of the Cancer Care Team within the Clinical Integration division of the Northwest Territories Health and Social Services Authority (NTHSSA). This position provides analytical and administrative support to the physicians, registered nurses, social workers, and other program assistants working within the Cancer Care team. The incumbent acts as a liaison with outside resources coordinating information and referrals within the policies and procedures of the NTHSSA to ensure that clients accessing the services receive optimal care.

SCOPE

The NTHSSA is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of Hay River and Tłıchʔ regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Métis, 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.

Under the direction of the Minister of Health and Social Services, the NTHSSA was established to move toward one integrated delivery system as part of the Government of the Northwest Territories (GNWT) transformation strategy. The NTHSSA sets clinical standards, procedures, guidelines and monitoring for the entire Northwest Territories. While the Tłıchʔ Community Services Agency (TCSA) operates under a separate board, and Hay River Health and Social Services Agency (HRHSSA) remains separate in the interim, Service Agreements will be



established with these boards to identify performance requirements and ensure adherence to clinical standards, procedures, guidelines and policies as established by the NTHSSA.

Located in Yellowknife and reporting to the Territorial Specialist, Cancer Care. The Clinical Program Assistant (CPA), Cancer Care ensures that all cancer care team services are provided in an efficient and timely manner. Scheduling, coordinating, planning and implementing care services; individual client needs; as well as demonstrating sensitivity to geographical and cultural diversities, are key to ensure that client's needs are appropriately served. This position faces a complexity of multitasking: constant interruptions either by office traffic, telephones as well as program demands, and lack of control over work pace due to constant uncontrolled volume of work. The CPA, Cancer Care's responsibilities directly impact the quality of services delivered to clients and their families and the cost of services provided, e.g. time needed to arrange for travel for oncology care and 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 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 CPA, Cancer Care ensures that all clinical services are provided in an efficient and timely manner. Scheduling, coordinating, planning and implementation cancer care services; as well as demonstrating sensitivity to geographical and cultural diversities, are key to ensure that clients' needs are appropriately served. The CPA, Cancer Care responsibilities directly impact the quality of services delivered to clients and their families, and the cost of services provided, e.g., medical travel budget, hospital operating costs, and physician specialist costs.

The CPA, Cancer Care will be required to work part or all of a 7.5 hour shift.

RESPONSIBILITIES

1. Delivers administrative/ clerical support to the cancer care team (CCT) and clients.

- Demonstrates patient- and family-centred care and quality principles in the provision of services to patients and their families who are affected by cancer.



- Schedules and coordinates resources necessary to aid in the provision of cancer care including, cancer navigation education/teaching appointments, the oncology clinics and the cancer screening programs (cervical, colorectal, breast cancer screening).
 - Maintains and ensures all registries/databases and files are kept current and accurate, e.g. cancer screening wait lists, oncology follow-up lists, cancer care plan mail out list, registries, databases, patient appointment received from Cancer Care Alberta.
 - Acts as a facilitator for clients and CCT.
 - Acts as a “gate keeper” to ensure that the CCT is operating at its optimal efficiency.
 - Provides clerical support to the CCT – maintains cancer navigation and oncology clinics waitlists, organizes patient appointments (in person [Stanton Territorial Hospital inpatient and outpatient] and virtual), program follow-up, coordinates mail outs of resources (e.g. Cancer Care Plans). Assists the Clinical Program Assistant, Cancer Screening in maintaining cancer screening databases, program follow-up, coordinates the mail outs of resources (e.g. results letters, cancer screening kits).
 - Wherever possible ensures that required appointments (in the Stanton Territorial Hospital clinic, elsewhere in the hospital or in Alberta) for cancer care (e.g. oncology clinics, cancer navigation and education) are coordinated to minimize the number of community visits for the patient.
 - Maintains and follows up with clients, e.g., booked appointments.
 - Schedules and prepares for the visiting specialists (oncologists) on a continuing basis.
 - Books and coordinates interpretation services as required.
- 2. Maintains the confidentiality and privacy of clients through the management and control of a confidential client medical records system.**
- Utilizes the electronic medical record (EMR) and Medipatient to maintain client’s files and support the coordination of care i.e. Diagnostic imaging appointments, appointments with other departments/programs, cancer screening results, etc.
 - Coordinates and communicates changes/appointments related to client cancer care services.
 - Maintains a follow-up system to ensure continuity of client’s cancer care and delivery of services.
 - Coordinates client’s cancer screening appointments and services (colorectal, cervical and breast screening) and oncology clinic appointments in an effort to minimize medical travel from outside their home community.
- 3. Maintains current data and client information for statistical, informational and educational purposes.**
- Provides reporting and statistics on quality outcomes, including but not limited to wait times, client numbers, referrals, oncology clinic no shows and with 24 hour cancellation appointments, etc., on an ongoing basis.
 - Organizes and coordinates data collection under the direction of the Territorial Specialist, Cancer Care.



4. Provides administrative duties as necessary for the Cancer Care team.

- Provides cross coverage for the Clinical Program Assistant, Cancer Screening and fulfills the requirements of this position.
- Operates the telephone and fax systems for the CCT.
- Provides reception and informational duties.
- Prepares outgoing mail, and sorts and delivers incoming mail.
- Maintains stock of office supplies and mail service supplies.
- Provides general departmental duties as assigned by the Territorial Manager, Cancer Care or Territorial Specialist, Cancer Care, or cancer territorial specialists to ensure the smooth operation of the CCT.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual demands.

Sensory Demands

No unusual demands.

Mental Demands

The incumbent will experience constant interruptions either by office traffic, telephones and program demands; exposure to demanding/irate clients; lack of control over work pace due to constant uncontrolled volume of work; and cancellation/rebooking clinics due to physician or program demands and client no shows or last minute cancellations.

Persons affected by cancer and their family may be experiencing stress, anxiety and grief of the cancer experience. Many of the cancer clients are undergoing palliative treatments for their disease and will eventually die of the disease possibly after months or years of treatment. The incumbent will be exposed to death and dying and other emotionally disturbing experiences.

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 and sensitivity to, geographic/cultural needs of clients to ensure healthcare needs are met.



- Knowledge regarding the importance of confidentiality and ability to keep personal and medical information private and confidential at all times.
- Organizational and time management skills to administer the multitude of activities to ensure clients receive cancer care in a timely manner.
- Interpersonal/interprofessional and communication skills (oral and written).
- Ability to apply organizational, analytical and research skills.
- Ability to work with minimal supervision and be self-directed.
- Ability to recognize the impacts of colonization and residential schools on Indigenous health outcomes and the way health and social services are delivered.
- Ability to work in an electronic environment, including but not limited to Microsoft Office suite, Electronic Medical Records (EMR), Medipatient and other GNWT programs.
- Ability to orient / guide new staff in performance duties.
- Ability to independently problem-solve and implement a solution within scope of practice.
- Ability to develop a network of resources within and outside of 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:

High School / Secondary School (Grade 12) diploma, and,

- Completion of a recognized medical office assistant program OR,
- One (1) year of experience in a medical or health care facility along with successful completion of a Medical Terminology course.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

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