



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Community Health Nurse, Outreach	
Position Number	Community	Division/Region
28-16001	Yellowknife	Community Health/ Yellowknife

PURPOSE OF THE POSITION

The Community Health Nurse, Outreach, (CHN), provides community health and case management services in accordance with the Northwest Territories Health and Social Services Authority (NTHSSA) and Registered Nurses Association of Northwest Territories and Nunavut (RNANT/NU) to ensure clients who are high risk and utilizing shelters and supportive living facilities throughout the city of Yellowknife have access to timely, professional and sustainable services required to maintain optimal health and wellbeing.

This position ensures that clients are aware of public health information released by the Office of the Chief Public Health Officer (OCPHO); and supports shelter staff and Non-Government Organizations (NGO) to implement necessary changes to ensure the safety and public health of shelter users and staff.

SCOPE

Located in Yellowknife, the Community Health Nurse (CHN), Outreach Reporting to the Regional Manager, Correctional Health Services, at the Northwest Territories Health Social Services Authority (NTHSSA), and is responsible for providing assessment, support and delivery of health education, and ensuring that clients are aware of recommendations made by the OCPHO specific to COVID-19.

The CHN Outreach attends to all the temporary Government of the Northwest Territories (GNWT) run shelters (Aspen, Day Shelter, Shelter Distribution) and supports the NGO operated shelters who serve the vulnerable and at risk population (homeless shelters, supported living and transitional housing). Many clients who access the shelters present with complex needs. users are often homeless, and many struggle with significant mental health and addiction



issues, trauma, poverty, disabilities including Fetal Alcohol Spectrum Disorders (FASD) and

acquired head injuries. Due to the high risk nature of this population, safety is of utmost importance and must be considered at all times during the assessment care and treatment.

In accordance with established standards of nursing practice, the CHN will promote the health and wellness of clients, act as a client advocate and provide non-emergency medical care; respond to medical crisis that may require decision-making outside of the usual policies, procedures and standards of nursing care; and deliver nursing core services designed to promote community health and wellness, decrease suffering and prevent injury. The provision of care is supported by a physician over the phone when necessary.

Services may be provided within the primary care clinic, within the shelter, supported living and transitional housing facilities and are intended to enhance health services for the vulnerable and at risk populations. Services may be provided on an individual basis or as part of a multidisciplinary team.

The CHN model allows for an expanded scope of practice, providing the CHN's with the ability to work autonomously as well as within the team environment. The CHN has the capacity to perform/request preventative screening, the ability to follow clinical practice guidelines to provide assessment and select treatment (within scope), offer community based programming/services as per the NWT Community Health Core Service Standards and Protocols from the DHSS (well child programs – vaccinations/assessments, chronic disease management programs, STI screening/treatment), offer health promotion and generate referrals to appropriate services/resources as required.

For at least three days each week, the CHN provides services in the shelters and various community locations where clients with complex needs are present. Care will often be provided in rooms which are not appropriately designed clinic rooms. Some work would be done in a clinic environment, if necessary, for clients where access to equipment and materials is required. Resources within community facilities are limited and the incumbent will work primarily independently within these facilities, so the ability for assistance when needed is limited.

The CHN ensures that the unique and often complex needs of individuals experiencing significant challenges such as homelessness, mental health and addictions are met; by navigating the health care system linking with appropriate services and planning appropriate interventions. The incumbent acts as a patient advocate, facilitating communication between the client and other members of the health care team, as well as other service providers who may be involved in their care such as case managers, and providers at income support and housing, etc. The incumbent will develop a relationship with the clients to establish therapeutic



rapport; ensuring clients are comfortable engaging in services.

The legacies of colonization and residential schools have impacted Indigenous health outcomes and the manner in which health and social services (HSS) 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 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 in all situations and demonstrate compassionate care that is free of racism and discrimination to clients and community members, shelter staff and other members of the care team.

The incumbent is required to be motivated and innovative in the area of continuing education and practice to encourage the professional growth of self and others.

This position may require the incumbent to work additional and flexible hours including days and evenings for part or all of a 7.5 hour shift and assist with the sharing of on-call support.

RESPONSIBILITIES

1. Provide comprehensive community health programs to all shelters, supported living and transitional housing facilities in Yellowknife which provide service to at risk populations. This includes, but is not limited to, providing health promotion clinics, immunization programs, communicable disease surveillance and treatment in accordance with the NWT Community Health Service Standards and Protocols, in order to: protect, prevent and reduce the incidence of communicable disease; promote a healthy lifestyle and wellness; and decrease suffering to all community members.

- Deliver a variety of community health clinics (e.g. public health pandemic planning, immunization clinics, mental health awareness).
- Support development of communication materials to meet the needs of each organization/facility (e.g. clients with disabilities, mental health diagnoses, etc.).
- Apply and promote principles of equity and fairness to assist clients in receiving unbiased treatment.
- Participate in program development for program education and teaching.
- Deliver a wide variety of community health services in accordance with the NWT Clinical Practice Guidelines for Community Care Nursing and the NWT Community Health Nursing Program Standards and Protocols.
- Use a holistic approach, honouring Indigenous knowledge, wisdom and diversity, to promote client centered learning to individuals to promote wellness, decrease suffering and prevent injury (e.g. self-care, health promotion, etc.).



- Collaborate with shelter and facility staff, peers and other members of the health and social services care team to advocate for health care environments that are conducive to ethical practice, cultural safety, and to the health and well-being and experiences of clients and staff.
- 2. Provide direct nursing care to clients in a collaborative interdisciplinary approach to care, utilizing a problem solving and critical thinking approach, in accordance with the NWT Community Health Core Service Standards Protocols and following clinical practice guidelines to facilitate the quality care of clients.**
- Assess, plan, implement, document and evaluate care to ensure a coordinated holistic approach which best meets the needs of the individual.
 - Make decisions and ensure that clients are referred for appropriate services.
 - Advocate the dignity and self-respect of patients/clients.
 - Identify persons requiring urgent care and/or transfer to a higher level of care, and in cooperation with other health team members, arrange transfer to the appropriate care setting.
 - Maintain client and administrative records following professional and legal guidelines in a confidential, concise and accurate manner.
 - Package and transport biological samples and pharmaceutical materials.
 - Assist individuals to achieve their optimum level of health and wellness by providing health promotion, disease prevention and screening diagnostics.
 - Apply and promote principles of equity including providing care in a culturally safe manner, to ensure individuals receive unbiased treatment and a share of health services and resources proportionate to their needs.
 - Act in a manner consistent with their professional code of ethics, responsibilities and standards of practice, as a Registered Nurse, and a Community Health Nurse.
 - Assess, requisition and analyze selected diagnostics tests and therapeutics based on assessment findings within scope and role, in accordance with established standards of nursing practice.
 - Provide public health active monitoring and tracking/delivery of test and lab results to clients.
 - Select and dispense therapies based on the identified clinical resources (e.g. Clinical Practice Guidelines, formulary, Bugs and Drugs).
 - Assess the physical, psychological and health and learning needs of clients.
 - Provide support for care plan development and conduct risk assessments for clients such as suicide risk assessments and physical health risk assessments.
 - Liaise with other direct service providers to ensure client care needs are met (e.g. mental health practitioners).
 - Facilitate, implement and modify client educational/teaching based on the needs of the client. Use a holistic approach to facilitate individual learning of clients in relation to patient illness or injury



- Adapt and modify learning plans based on clients' cognitive and mental function.
- Assess the patient for physical and psychological needs, their knowledge of health, disease process and learning needs.
- Develop, revise and evaluate on an ongoing basis educational resources necessary to support patients.
- Provide education and teaching to clients and staff working at all facilities where outreach is provided. Examples of education could include but are not limited to hand washing, mental health awareness, orientation to community resources, health promotion, etc.

3. Advocate for practice environments that have the organizational and human support system and resource allocations for safe, competent and ethical care.

- Provide coaching and leadership to staff including shelter workers, peers, students and other members of the health care team.
- Collaborate with nursing colleagues and other members of the health care team to advocate for health care environments that are conducive to ethical practice.
- Order supplies,
- Prepare reports.
- Assist in the planning and revising of team structure with a focus on continual improvement.
- Participate in research (e.g. flu watch), special projects (e.g. new immunization programs), and interagency meetings to plan, implement, and evaluate joint projects related to the community's health status.

4. Facilitate, support and promote a culture of teamwork.

- Receive and share information, opinions, concerns and feedback in a supportive manner.
- Work collaboratively to build rapport and create supportive relationships with team members both within shelter services and across the organization.
- Develop a supportive rapport with clients to facilitate collaborative relationships with other integrated team members.
- Determine the most appropriate, effective and efficient mode of communication among interdisciplinary team members in accordance with identified policies and procedures.
- Coordinate and participate 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.
- Contribute to a positive, strengths-based team environment.
- Collaborate proactively with all integrated and interdisciplinary team members utilizing a client centered approach to facilitate and maximize healthcare outcomes.
- Communicate effectively with members of the health care team to provide continuity of care and promote collaborative efforts directed toward quality client care.



5. Support the implementation of program delivery at various territorial sites, providing expertise and recommendations.

- Provide clinical expertise required to territorial working groups specific to support for vulnerable persons, supported living and transitional housing.
- Liaise between community partners and Health and Social Services when asked to ensure public health needs in the community are met.
- Participate in territorial planning and working groups.
- Provide leadership and support to shelters, supported living and transitional housing to enhance outcomes for individuals with complex needs.

WORKING CONDITIONS

Physical Demands

The incumbent will be required to assume awkward positions while performing client assessments during outreach visits.

Environmental Conditions

Exposure to communicable diseases; may have exposure to bodily fluids and injury hazards. Outreach clients may be suspect COVID 19, or positive COVID 19.

Sensory Demands

Given the unpredictability of Outreach clients, the incumbent is required to be alert and aware of their surroundings at all times. This position requires the provision of direct patient care where the incumbent will be required to use the combined senses of touch, sight, smell and hearing during assessment and provision of care. Assessment and engagement with clients would occur every day, multiple times throughout the day.

Mental Demands

Persons accessing shelters present with multiple complex needs, and the incumbent will be exposed to violence, traumatic histories and other emotionally upsetting experiences. On a daily basis the incumbent will provide service to clients who may be intoxicated and present unpredictable behaviours, violence and aggression. Interactions with volatile individuals may vary between short outbursts of high intensity lasting 5-10 minutes to prolonged interactions of varying intensity lasting 30 minutes - 1 hour per occurrence. The incumbent may experience physical or verbal assault by persons accessing a shelter.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge and ability to apply and assess the nursing processes (assessment, planning, implementation, evaluation).



- Knowledge of biological, physical and behavioural sciences in order to recognize interpret and prioritize findings and determine and implement a plan of action based on accepted standards of practice.
- Knowledge of and an ability to apply sanctioned transferable medical functions (assessment and selection of treatment based on assessment) as outlined in the Nursing Administration Manual's standards, policies and guidelines (i.e. pap smears).
- Knowledge of and an ability to perform basic laboratory functions such as, but not limited to: pregnancy tests, various swab specimens, the preparation of specimens for culture and sensitivity, ECGs.
- Knowledge of and ability to operate Microsoft Office applications (i.e. Word, PowerPoint and Outlook); to complete training materials and presentations; to send and receive mail, and internet in order to conduct on-line research.
- Knowledge of best practices in primary health care and public/community health.
- Knowledge of trauma informed practices.
- Knowledge of regulations and guidelines on the COVID-19 response provided by the Chief Public Health Officer.
- Knowledge translation abilities including synthesis, dissemination, exchange and sound application of policies, procedures and protocols related to the infection and prevention of transmission.
- Knowledge of and ability to use the electronic medical record (EMR) system.
- Knowledge of and an ability to network and communicate with resources within and outside the NTHSSA (i.e. Social Services, Public Health, Indigenous Governments, non-government organizations and health authorities) in order to ensure support of clients.
- Knowledge regarding the importance of confidentiality and ability to keep personal and medical information private and confidential at all times.
- Oral, written, and electronic communication skills as well as the ability to adapt communication styles to accommodate different needs.
- Ability to operate and/or use standard medical equipment (such as but not limited to - ECG, peripheral IV pumps and lines, stretchers, thermometers, sphygmomanometer, blood glucose monitors, sharps, pulse oximeter, etc.).
- Ability to educate clients on self-care methods and techniques.
- Ability to understand and recognize the NWTs cultural, social, and political realities.
- 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 maintain calm, exhibiting controlled and professional behaviour.
- Ability to think critically and analyze situations methodically to make rational decisions where management advice is not immediately available.
- Ability to act effectively and compassionately during crisis/ stressful situations.
- Ability to work independently as well as in a team environment.

- 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 Nursing Degree, and two (2) years of recent nursing experience in a Primary Care setting, ER, or within a Community Health Centre or Public Health Unit.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Proof of immunization in keeping with current public health practices.

Within the NTHSSA nurses must be registered with the RNANT/NU.

Regional Outreach Shelter Requirements

Within the NTHSSA health care providers must be able to acquire within a reasonable time frame and remain current with the following training and certifications:

- Certification in Health Care Provider CPR
- Education Program for Immunization Competency (EPIC)
- Fire Training
- Point of Care Testing certifications
- Nonviolent Crisis Intervention
- Suicide Risk Assessment training
- WHMIS
- Training as required to meet Accreditation Canada standards

The following training and/or certifications would be definite assets:

- Transportation of Dangerous Goods (TDG)
- Applied Suicide Intervention Skills Training (ASIST)
- Mental Health First Aid
- PALS
- ACLS
- Pharmaceutical process and procedures
- General laboratory functions
- Training in emergency response as well as a Class 5 driver's license
- Canadian Nursing Association Certifications

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