



## **IDENTIFICATION**

<b>Department</b>		<b>Position Title</b>	
Northwest Territories Health and Social Services Authority		Relief Unit Clerk, Day Procedures	
<b>Position Number</b>	<b>Community</b>	<b>Division/Region</b>	
48-16344	Yellowknife	Patient Care Services / Stanton Territorial Hospital	

## **PURPOSE OF THE POSITION**

The Relief Unit Clerk, Day Procedures (Unit Clerk), is a member of the healthcare team and provides clinical, administrative, and clerical support to the multi-disciplinary team. As the first line of contact to the day-to-day activities of the unit, the Unit Clerk acts as a gatekeeper and coordinator of the information and activities required for the efficient operation of the unit. The Unit Clerk also liaises with external resources as required.

## **SCOPE**

The Northwest Territories Health and Social Services Authority (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, Metis, and non-aboriginals. 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 Tłıchʔ Community Services Agency (TCSA) will operate under a separate board and Hay River Health and Social Services Agency (HRHSSA) will in the interim, the NTHSSA will set clinical standards, procedures, guidelines, and monitoring for the entire Northwest Territories. 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.

Stanton Territorial Hospital (STH) is an accredited facility, located in Yellowknife, NWT, and is the referral center for approximately 43,000 NWT residents and 5,900 residents from the Kitikmeot Region of Nunavut. STH provides healthcare services to adults and children on an



inpatient/outpatient and outreach basis in order to restore health with dignity.

Located in Yellowknife, reporting directly to the Manager, Operating Room and Day Procedure the Unit Clerk works in collaboration with other healthcare professionals, such as Specialists, Physicians, Unit Manager, Clinical Coordinators, Discharge Planner, Medical Social Worker, Patient Care Coordinators, Registered Nurses and other nursing staff to facilitate the process for the delivery of patient care by providing clinical, clerical and administrative support to the team.

The Unit Clerk is responsible to coordinate and implement activities related to the administrative functioning of their respective unit: this requires the incumbent to be non-judgmental with patients; assertive and problem-solving oriented with staff, and to demonstrate initiative within the scope of their role. The majority of the Unit Clerk's routine is spent on the computer, utilizing fax, telephone and email to obtain and/or disseminate information internally and to other agencies as required. The Unit Clerk is required to be focused and acutely aware of all the activities on their Unit, as they are the first line-of-contact for all who access the Unit. Fluctuating workloads demand excellent organizational skills, flexibility, and an ability to spontaneously respond to changing priorities. The Unit Clerk needs to remain calm in a pressured situation and needs to be at times flexible with their role.

The Unit Clerk deals directly with patients, visitors, and members of the multi-disciplinary team, who at times may be demanding, upset and/or distraught. The incumbent will be expected to work with the cultural differences and the expectations of patients, co-workers, and other healthcare providers. There is substantial pressure on the incumbent to keep up with the workflow and remember all of the details that are essential for patient care delivery.

## **RESPONSIBILITIES**

### **1. Facilitates the effective and timely coordination of patient admission, management, and communication of patient information, treatment, and the discharge process.**

- Ensure that all persons who come to the unit are greeted appropriately.
- Demonstrate principles of patient and family centered care to support patient care and in their interaction with patients.
- Communicate and collaborate with other members of the patient care team (within and beyond the unit) regarding changes in the schedule, and or issues with bookings.
- Ensure that critical information or calls are forwarded as necessary.
- Prepare, distribute and file documents and reports as required. Upload any documents to the Electronic Medical Record (EMR). Fax any documents to the communities.
- Provide general unit duties as assigned by the Clinical Coordinator or designate to ensure the smooth operation of the Day Procedures Unit.
- Keep nursing staff informed of changes in the patient's plan of care.



**2. Provides clerical and administrative support in order to coordinate the day-to-day activities of the Unit.**

- Assist new employees with understanding and becoming familiar with unit/hospital activities and protocols.
- Respond to phone calls and direct unit visitors as required.
- Assemble and dismantle patient's charts.
- Order and process stocks and supplies for the unit.
- Retrieve and distribute items such as: mail, specimens, patient records etc.
- Prepare and maintain accurate records such as documenting test results on operative report, scanning endoscopic pictures, operative reports and follow-up sheets into Wolf EMR; collect unit statistics as required.
- Update the Emergency Fan-Out list on a monthly basis and distribute the list accordingly.
- Under the direction of nursing staff, ensure that the equipment on the Unit is maintained and repaired when required, and troubleshoot when problems arise.
- Request the services of the maintenance unit when required.

**3. As the first line of contact for the daily activities of the unit, establishes and maintains effective communications and relationships with all members of the healthcare team, support staff, patients, visitors, and others.**

- Demonstrate patient and family centered care principles, and excellent customer service techniques when dealing with patients, other employees, families, and visitors.
- Orient new employees including Relief Unit Clerks and nursing students to become familiar with unit and hospital administrative activities and protocols.
- Use the communication book and other communication tools to keep unit employees abreast of current issues.
- Perform other duties as required, either alone or in collaboration with Nursing Staff, which contribute to the smooth administrative operations of the unit.
- Provide statistics on wait times and patient numbers, procedures, referrals, no shows, etc., on an ongoing basis.
- Organize and coordinate data collection under the direction of the Manager.

**WORKING CONDITIONS**

**Physical Demands**

No unusual demands.

**Environmental Conditions**

The Unit Clerk works in a hospital environment and may be exposed to infectious diseases as a result of contact with patients. The Unit Clerk is exposed to a noisy environment including



patients who may be upset and/or distraught, noisy equipment and crying children.

### **Sensory Demands**

No unusual demands.

### **Mental Demands**

No unusual demands.

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

- Knowledge of the northern healthcare system, medical terminology, basic computer skills, and understanding of the filing system for patient records.
- Skilled in human relations, as the incumbent will be required to communicate important and often technical or complicated health information to many people from all walks of life and of different cultures every day.
- Skilled in customer service techniques when dealing with clients in person or through any other means of communication while maintaining client privacy and confidentiality.
- Ability to multi-task; answer phones, receive patients, prepare files and keep a mental log of information necessary for care delivery.
- Ability to coordinate and implement activities related to the administrative functioning of their respective unit.
- Organizational skills, flexibility and an ability to respond to changing priorities.
- Ability to remain focused and acutely aware of all the activities on their Unit.
- Ability to learn/apply knowledge and skills relating to health-based information systems such as, MediPatient, Laboratory Information System (LIS), Interoperable Electronic Health Record (iEHR), Resident Search, and PeopleSoft.
- Knowledge of the use of Microsoft Word, Microsoft Excel, Microsoft Outlook, Outlook Calendar, and other email applications.
- 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:**

Grade 12 (High School/ Secondary School Diploma), a medical terminology course and a minimum of six (6) months experience in an office or customer service environment.

Equivalent combinations of education and experience will be considered.

### **ADDITIONAL REQUIREMENTS**

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

Previous experience with health-based information systems such as, MediPatient, LIS, IEHR, Resident Search, and PeopleSoft would be an asset.

**Stanton Territorial Hospital** has a number of 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 & 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