



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services	Program Assistant, Midwifery	
Position Number	Community	Division/Region
48-16769	Fort Smith	Acute Care/Fort Smith Region

## PURPOSE OF THE POSITION

The Program Assistant, Midwifery, is a member of the Fort Smith Midwifery Care Team within a Midwifery Care Clinic of the Northwest Territories Health and Social Services Authority. The position provides administrative support to the Fort Smith Region Registered Midwives and Care Team. This position is responsible for maintaining integrity of data in electronic patient information systems, meeting and greeting clients of the midwifery program. The incumbent acts as a liaison with outside resources coordinating information and referrals within the policies and procedures of the Northwest Territories to ensure that clients accessing the services receive optimal care.

## 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-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.

Since 2013, the NWT health and social services system has been engaged in a strategic renewal process. This began with System Transformation, a multi-year, community engagement-driven process to develop a model for an integrated health and social services system. The resulting changes to the system's governance structure have enabled a one-system approach, allowing for greater efficiency and integration while better respecting the unique contexts and strengths of the NWT's distinct regions and cultures.

Building off the results and momentum of System Transformation, the strategic renewal effort has now begun a process of Primary Health Care Reform to shift the system and its care models towards a team and relationship based approach that is driven through public participation, community feedback, and data, and built upon a foundation of trust and cultural safety. Using a community development approach, we are changing the way we work with people and communities, at every level of the health and social services system, to enable public participation in priority setting, planning, and design that integrates the social determinants of health.

Cultural safety is an outcome where Indigenous peoples feel safe and respected, free of racism and discrimination, when accessing health and social services. Relationship-based care is fundamental to cultural safety because it prioritizes the need for trusting, caring and ongoing relationships between patients and clients with providers. Embedding a culturally safe approach in Health and Social Services has been identified as critical to supporting equitable access to care with the long term goal of improving health outcomes for Indigenous peoples.

The incumbent is expected to model, honour and promote a culturally safe environment at all times, including working from a perspective that is anti-racist and trauma-informed, employing self-reflection to encourage the professional growth and whole person development of self and others. Indigenous worldviews, practices, and customs must also be respected.

Located in Fort Smith and reporting to the Regional Manager, Acute Care the Program Assistant, Midwifery, collaborates with the Midwifery Team to ensure effective and efficient schedule coordination, verbal and written communication, information transfer, and system coordination. The incumbent acts as a liaison with outside organizations to coordinate information and referrals according to the policies and procedures of the NTHSSA and acts to ensure that clients accessing midwifery services receive optimal care. The incumbent will be required to assist with activities such as scanning and linking documents to the Electronic Medical Records (EMR's). This position faces a complexity of multitasking, frequent interruptions by office traffic, telephones, program needs, and lack of control over pace of work. The position requires the ability to handle multiple complex issues concurrently while maintaining careful attention to detail. The incumbent is expected to remain calm, controlled and professional.



The incumbent is required to be motivated and innovative in the area of continuing education and professional development, such as engaging in self-reflection, to encourage the professional growth of self and others.

## **RESPONSIBILITIES**

### **1. Provide data entry and word processing services.**

- Verify and modify client demographic information with the Electronic Medical Record (EMR).
- Medipatient data entry for all client encounters.
- Prepare new charts as required.
- Complete, send, ensure receipt of request, and follow-up as needed on requests for client records from other communities and services as needed.
- Complete, send, ensure receipt of referrals, and follow-up as needed to ensure clients access other care providers as required.
- Photocopying as required.
- Resident search (EMR) for client inquiry as required.
- Collect mail on daily basis.
- Scan and link documents to the EMR.
- Manage office and clinical supplies inventory, order additional supplies as needed, ensure supplies are received and stored appropriately.

### **2. Reception and information duties.**

- Act as first point of contact for clients (by phone or in person).
- Assist clients by providing answers or obtaining answers to inquiries as requested.
- Provide accurate information to the public regarding Midwifery services.
- Answer and direct telephone calls politely, respectfully and professionally, transfer the call to a team member as appropriate.
- Take clear, concise messages and refer messages to the appropriate team member in a timely manner.
- Develop and maintain successful working relationships with clients, their families, colleagues and others.
- Reception duties including greeting all clients, ensuring the care provider is made aware of their arrival in a timely manner.
- Book appointments in the electronic medical record (EMR) for clients of the midwifery service.
- Contact clients with reminders of appointments.
- Contact clients when appointments need to be rescheduled due to the changing needs of clients which may be urgent.
- Keep waiting area and clinical exam rooms clean and organized.



**3. Contribute to a culture of patient safety and equitable care within the Northwest Territories Health and Social Services Authority.**

- Ensure accurate patient identification through the use of two patient identifiers.
- Reduce the spread of infection through effective hand hygiene and careful cleaning of examination rooms and waiting area.
- Safeguard the trust of clients that information learned in the context of a professional relationship is shared outside the midwifery team only as required and with the client's knowledge and permission.
- Honour and promote a culturally safe environment at all times ensuring client interaction is tactful, respectful and humble.

**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 including clients.
- Contribute to a positive, strengths-based team environment and support team colleagues.

**WORKING CONDITIONS**

**Physical Demands**

No unusual physical demands. There may be extended periods of sitting which can be interrupted as needed for breaks and for tasks requiring movement such as cleaning the exam rooms and getting the mail. The incumbent will be required to bend several times a day while locating charts and stocking supplies.

**Environmental Conditions**

This position works in an office environment within a health care setting and has some exposure to infectious diseases. In performing some of the duties there is a risk of exposure to body fluids and hazardous materials (sharps, toxic wastes, cleaning solutions). Extensive use of a computer requires appropriate lighting and ergonomic seating

**Sensory Demands**

Sensory demands are as expected in a busy clinic/office environment.

**Mental Demands**

No unusual demands.



### **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, application and maintenance of quality, safety and infection control standards
- Knowledge of (or ability to acquire) the impacts of colonization and residential schools on Indigenous health outcomes and the way health care and social services are delivered.
- Knowledge of client confidentiality protocols and ability to ensure strict client confidentiality.
- Organization and attention to detail skills in order to administer the multitude of activities required to ensure clients are served in a respectful, confidential and timely manner.
- Interpersonal skills with ability to communicate with people of diverse cultures and backgrounds, as well as midwives and other practitioners from diverse backgrounds.
- Skillful at prioritizing needs, problem solving and decision making in a clinical setting.
- Ability to perform computer based tasks and utilize electronic health record system which includes accessing and reading charts/provider notes for basic information to respond to client's inquiries/requests; enter notes in records; and perform complex scanning of documents to health records.
- Ability to follow through on commitments relating to work activities and personal actions
- Ability to develop and monitor a system for tracking the status of various actions and correspondence.
- Ability to defuse tension or conflict when dealing with an irate/upset client in an effective and professional manner.
- Ability to work in an electronic environment, including but not limited to Microsoft Office suite, Electronic Medical Records and other computer systems.
- Ability to prioritize and manage multiple responsibilities.
- Ability to understand and follow directions both verbally and in writing.
- Apply organizational and time management skills to facilitate the multitude of activities which ensure patients are seen in a timely manner.
- Ability to work with minimal supervision and be self-directed.
- Ability to understand and recognize the cultural, social, and political realities in the Northwest Territories.
- 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