



## **IDENTIFICATION**

Department		Position Title	
Northwest Territories Health and Social Services		Home Care Rehabilitation Aide	
Position Number	Community	Division/Region	
48-16837	Yellowknife	Home and Community Care / Yellowknife	

## **PURPOSE OF THE POSITION**

The Home Care Rehabilitation Aide (HCRA) provides clinical and administrative support in the provision of rehabilitative services in collaboration with the rehabilitation therapists - Occupational Therapist (OT) and Physiotherapist (PT) - assigned to Home and Community Care (HCC), Yellowknife Region, in accordance with the philosophy and strategic priorities of the Northwest Territories Health and Social Services Authority (NTHSSA). The HCRA's role is to contribute to the overall effectiveness of rehabilitation services provided to the residents of Yellowknife, Dettah and N'Dilo.

The HCRA, as delegated by the HCC Rehabilitation Program therapists (OT and PT), implements established treatment plans by providing direct care, and delivers service in a safe and effective manner that ensures clients realize and maintain maximum physical mobility, functional independence, and wellness. The HCRA also facilitates the effective management of the Rehabilitation Program physical resources and provides administrative and clerical support to HCC's Rehabilitation Program in accordance with departmental and program standards as required for the provision of efficient quality client service.

## **SCOPE**

The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider of all Health and Social Services (HSS) 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-aboriginals. Health and Social Services includes 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 HSS staff.

NTHSSA administers all public health, home care, social services and general physician services in the Yellowknife region and provides and supports the delivery of community based health care services to adults and children in order to enhance the health and wellbeing of communities through excellence, accountability and respect for regional diversity.

Located in Yellowknife, and providing service across the communities of Yellowknife, Dettah and N'Dilo. The HCRA reports to the Manager, Home and Community Care, but works under the direction and supervision of HCC's OT and PT in helping clients reach their mobility and functional goals. Under the guidance, supervision and delegation of HCC's OT and PT, the HCRA will assist in implementing rehabilitation treatment plans by providing direct support and care to HCC clients in their home environment. This can include supporting exercise plans, installing equipment, reviewing proper equipment use, and providing clients with psychosocial support and encouragement toward reaching their functional and mobility goals.

The incumbent also provides logistical support in maintaining HCC's rehabilitation-related equipment inventory, resource information and the work area of the program to efficiently provide clients with equipment and aids to help them reach their functional potential. This includes participating in the selection of rehabilitation products and equipment, purchasing, tracking shipment, delivering equipment, and coordinating reimbursement per available client healthcare coverage. The incumbent will additionally be responsible for managing the logistics of HCC's Equipment, which entails ensuring sufficient inventory, tracking of equipment, and coordinating return or prescription/purchase of equipment at the loan's terms, as well as cleaning, sanitizing, and repairing (if applicable) returned equipment.

The HCRA also provides clinical, clerical, research, analytical, and administrative support and program implementation assistance to HCC's OT and PT. This can include maintaining client records and program statistics, as well as triaging, scheduling, and coordinating rehabilitation services based on the individual client's needs and availability of services while being sensitive to geographical and cultural diversities.

In all interactions with clients, the incumbent is expected to remain calm, controlled, and professional, and demonstrate compassionate care to the client, family and other members of the health care team. The incumbent must demonstrate knowledge and awareness of the variety of disciplines involved in pediatric and adult rehabilitation, individual client needs, service availability, and geographical and cultural diversity. To be successful, 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.

Due to the rotational assignments of the Rehabilitation therapists among NTHSSA service areas, the HCRA acts as HCC Rehabilitation Program resources, maintains related policies and procedures, and assists in the orientation and transition between outgoing and incoming therapists.

## **RESPONSIBILITIES**

- 1. Assist with the implementation of PT and OT treatment plans in the home setting, by providing therapeutic services to clients under the direction of the PT and OT, to**

**ensure ongoing client and family-centered care with regard to functional and mobility goals.**

- Assist clients in preparation for treatment, i.e., safe transferring of clients, dressing/draping, preparing equipment and arranging treatment area.
- Implement treatment plans developed by OT and PT. For example, range of motion exercises, aids to daily living training, stimulation and development programs, gait training/ambulation programs, mobility and strengthening programs.
- Ensure that equipment is properly assembled, installed, and maintained.
- Ensure that clients and family/caregivers use equipment properly and review proper use as needed to ensure safe use of equipment.
- Fabricate or make modifications to equipment as needed using knowledge of adaptive equipment, fabrics, sewing, carpentry and splinting materials.
- Monitor clients receiving treatment.
- Advise the therapist(s) of any signs of distress or changes in the client's signs or symptoms, functional abilities, prior to, during or after treatment.
- Report any decline or progress or changes in behavior to the OT or PT.
- Provide psychosocial support and encouragement to clients in reaching their mobility and functional goals.
- Document interventions and provision of equipment to clients according to departmental charting guidelines.

**2. Manage the logistics of HCC's Equipment and Facilitate the effective management of the physical resources of the Rehabilitation Program, by assisting with equipment ordering, purchase, shipping, inventory management, repairs and sanitation of equipment, as well as provision and funding applications for clients and their families, to ensure therapists and clients have access to needed equipment needed to reach functional and mobility goals.**

- Ensure therapists have an adequate supply of appropriate equipment and aids to carry out therapy with clients.
- Maintain adequate inventory of stock items.
- Monitor supply levels and notify the therapist when routine supplies, or stock items need to be reordered.
- Purchase equipment as applicable; cross-compare suppliers to obtain best price.
- Oversee shipping and delivery of equipment/supplies; ensure delivery to clients.
- Maintain accurate records of orders and follow up on late or lost orders.
- Manage the equipment loan program.
- Maintain current inventory of equipment in the Home Care loan stock.
- Ensure tracking of loan equipment.
- Coordinate with clients at the end of the loan period to either retrieve equipment once loan period expired or assist client with purchasing or obtaining prescription for equipment as applicable.
- Clean and sanitize returned equipment according to department standards.
- Report to the therapist any broken or malfunctioning equipment in need of maintenance or repairs.

- Maintain equipment and supplies in compliance with department safety standards.
  - Contribute to the fiscal management of the department by maintaining price lists and comparison pricing information, and ensure equipment is properly reimbursed as applicable.
  - Assist in paperwork for third party payment program; including NIHB, WCB, etc.
  - Follow-up to ensure the department is being reimbursed for equipment provided to clients.
  - Ensure the necessary forms and authorizations are obtained complete forms as applicable.
  - Clean and organize work and storage areas as applicable.
  - Perform other duties not listed above as assigned.
- 3. Provide clinical, clerical, research, and administrative support to HCC's OT and PT, and support with caseload monitoring, to ensure the efficient and effective use of therapist resources.**
- Research equipment options and assist the therapist in selecting the optimum equipment to meet client needs.
  - Act as a resource for clients, therapists and other departments through knowledge of extended health and insurance plans.
  - Coordinate and schedule appointments for therapists (OT and PT), and for ongoing treatment plan follow ups.
  - Receive medical referrals and ensure that the prerequisite information is complete before placing on the appropriate wait list.
  - Assist with triaging existing and new client appointments, in collaboration and consultation with the therapists.
  - Maintain a wait list to try to accommodate timely access to services and keep wait times to a minimum.
  - Prepare client files and current data re: physician referral, x-ray reports, and other medical reports.
  - Facilitate communication between clients, staff, physicians and outside agencies, i.e., Workers' Safety and Compensation Commission (WSCC) or Medical Travel, as applicable.
  - Prepare and maintain files for HCC rehabilitation clients; includes filing therapist documentation into HCC client charts and completing documentation per program guidelines.
  - Prepare, collate, and distribute reports as directed by the therapists.
  - Provide clerical support for the HCC Rehabilitation Program.
- 4. Maintain Rehabilitation Program analytics, including current data and client information for statistical, informational, reporting, and educational purposes.**
- Enter client encounters for all rehabilitation staff (self, and therapists) into appropriate tracking tool to maintain accurate statistical information (e.g., via HealthSuite).
  - Compile and collate monthly workload statistics and visit volume indicators for HCC's Rehabilitation Program.

- Prepare monthly and annual indicator reports for the Manager, Home and Community Care, and/or the Rehabilitation Department's Manager/Discipline Team Leads, as requested by therapists.
- Organize and coordinate additional data collection pertaining to HCC's Rehabilitation Program under the direction of the Manager, Home and Community, or at the request of therapists, and/or the Rehabilitation Department.

**5. Contributes to the overall function of HCC's Rehabilitation Program through participation in orientation and onboarding of rotating therapists assigned to HCC's Rehabilitation Program, participation in departmental strategic planning, development, implementation of program projects, and other duties as required.**

- Maintain organized records of applicable policies relating to rehabilitation services and program operating procedures.
- Act as HCC Rehabilitation Program resources to incoming therapists, HCC staff, and outside/external agencies/organizations.
- Facilitate the orientation, onboarding, and transition of incoming rotational therapists assigned to HCC's Rehabilitation Program.
- Participate in Rehabilitation Program related committees and working groups as applicable.
- Other duties as required, per scope and abilities.

## **WORKING CONDITIONS**

### **Physical Demands**

The HCRA may be called upon to provide direct client care in their home environment for up to 75% of the workday, which requires substantial physical activity, including:

- Carrying supplies and/or equipment, weighing up to 50 pounds, up and down stairs, in and out of vehicles and homes.
- Assisting clients with ambulation or transfers.
- Driving, standing, installing, repairing, or cleaning equipment, or assisting clients with functional and mobility exercises while bending, reaching, pulling, and standing in awkward positions or in cramped spaces.

The incumbent may be required in the context of the position to assist clients with transfers and/or lifts in their home environment, sometimes using heavy therapeutic equipment. This often requires lifting equipment above shoulder height and working in varying physical environments.

### **Environmental Conditions**

The HCRA may be called upon to provide direct client care in client's home environment for up to 50-75% of the day, which can involve:

- Working alone in unpredictable, unsecured, and unpleasant conditions that must be managed independently;

- Exposure to unsanitary conditions, cigarette smoke, pets, loud noises, and extremes of heat and cold in the community and clients' homes that may cause discomfort or pose a safety risk;
- Exposure to communicable diseases and infectious organisms, needle stick injuries, blood and bodily fluids, cytotoxic medications and waste, and other hazardous materials.

While maintaining or repairing equipment, the incumbent will work with power tools, solvents and glues and be exposed to related noise and fumes.

The HCRA must drive to client homes and transfer in and out of vehicles, in addition to navigating walkways and stairs that may be unsafe. This involves exposure to all weather conditions including temperatures ranging from -40 to +30, wind, rain, snow, and mosquitoes/bugs. The incumbent may be required to walk outdoors or drive for up to two hours a day, in winter conditions for 7 months of the year, and may be called to visit clients outside of Yellowknife city limits, where phone service is limited or not available.

Clerical, research, analytical and administrative duties are performed in an office setting, where no unusual environmental conditions exist.

### **Sensory Demands**

The HCRA may be called upon to provide direct client care up to 50-75% of the day, where the incumbent will be required to maintain cognitive focus while using the combined senses of touch, sight, smell and hearing during provision of care in an uncontrolled setting (i.e. the client's home).

The incumbent must use strong observational skills while inspecting equipment and when working with clients to accurately report variances to the therapist. Working within the client home may be extremely distracting as these settings may be a distraction for both the incumbent and the client (noise level, family interruptions, pets, visual distractions, etc.). Providing functional and mobility interventions in homes with poor lighting, frequent interruptions, constant observation, and conversation by informal caregivers requires additional focus and discipline.

Other duties are completed in an office setting where the incumbent may be required to focus on a computer terminal for prolonged periods (e.g., compiling program statistics, etc.).

### **Mental Demands**

As first point of contact for HCC's Rehabilitation Program, the incumbent will be called to provide service to demanding/upset clients on a fairly regular basis as they attempt to get appointments sooner than triaged or have expectations regarding what the program is able to support. There is a large and varied volume of work that must be prioritized, and the incumbent

Must be able to provide clinical support to both therapists (OT and PT), as well as meeting the other expectations of the role.

Within the health care setting there is significant lack of control over the work pace, with frequent interruptions, especially in uncontrolled settings (i.e., the client's home). Work pace is controlled by the client and the incumbent must adapt to the client's level of readiness for interventions, while managing the total client load within allotted work time. There is legitimate concern about unknown and unpredictable situations (e.g., clients or family members under the influence of alcohol, cognitive impairment) that may pose safety concerns.

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

- Knowledge of current accepted standards of Rehabilitation Assistant practice with a broad base of skills.
- Knowledge of normal development, function and impairment related to occupational therapy including anatomy and physiology in a variety of age groups.
- Knowledge of fabrics, sewing, carpentry, splinting materials and adaptive equipment to fabricate or make modifications to equipment.
- Knowledge of applicable policies, procedures, regulations and legislation.
- Ability to work with individuals at all levels in a variety of organizations at the community, regional and territorial level.
- Knowledge of and ability to operate general office electronic equipment (i.e. desk top computer, facsimile, photocopier) and word and spreadsheet processing applications in order to send and receive electronic mail, conduct research over the Internet, complete reports and resource materials.
- Knowledge of client confidentiality policies and application of these policies to ensure strict client confidentiality.
- Knowledge of and ability to employ organizational, analytical and research skills.
- Medical terminology knowledge.
- Knowledge of medical filing system practices to keep accurate files.
- Ability to maintain records and file management.
- Written and oral communication skills including listening, observing, identifying and reporting; including an ability to communicate effectively and efficiently to a divergent group of people.
- Ability to communicate and interact professionally and effectively with clients of varying temperaments.
- Interpersonal and communication skills, both oral and written.
- Knowledge and sensitivity to cultural, social, gender and age dynamics as they relate to the delivery of programs and services with an ability to deal with a variety of people in a non-judgmental way.
- Sensitivity and the ability to lead in a collaborative way to inspire, influence and persuade.
- Organizational and time management skills to administer the multitude of activities to ensure the clients are seen in a timely manner.
- Ability to mentor and orientate new staff in the performance of duties.
- Ability to work with minimal supervision and be self-directed.

- Ability to problem-solve independently and implement solutions within the scope of the role.
- Ability to develop a network of resources within and outside the organization.

**Typically, the above qualifications would be attained by:**

Certification as a Rehabilitation Aide or Rehabilitation Assistant from an accredited Canadian Institution or, an equivalent combination of education, training and experience. One (1) year experience.

Training in medical office management or medical terminology, or relevant experience in a medical or health care setting is considered an asset.

**ADDITIONAL REQUIREMENTS**

Proof of immunization in keeping with current public health practices is required. Possess a valid Class 5 driver's license and provide a satisfactory driver's abstract.

**Yellowknife Regional Requirements**

The HCRA must be able to acquire within a reasonable time frame, and remain current with the following training and/or certifications:

- Non-Violent Crisis Intervention
- WHMIS
- Proper Body Mechanics
- NWT Immunization Certificate
- Basic CPR-C
- Certification in hand hygiene
- Internet and email applications
- Fire/disaster plan for NTHSSA
- Fit Testing
- Incident Reporting

**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