



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Unit Clerk, Critical Care Services	
Position Number(s)	Community	Division/Region(s)
48-New	Yellowknife	Critical Care Services/Stanton

## PURPOSE OF THE POSITION

The Unit Clerk, Critical Care Services (Clerk) is a member of the health care team that provides medical, administrative, and clerical support to the multi-disciplinary team. As the first line contact to the day to day activities of the unit, the Clerk acts as gatekeeper/coordinator of the information and activities. The 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 Tłı̨chǫ 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 health and social services staff.

While the Tłı̨chǫ 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 (Stanton) is a referral centre for the approximately 43,000 residents of the North West Territories and approximately 6000 residents of the Kitikmeot

Region, Nunavut (NU). Stanton provides health care services to adults and children on an inpatient / outpatient and outreach basis in order to restore health with dignity.

Located in Yellowknife, the Clerk reports directly to the Manager, Critical Care Services and works in collaboration with other health care professionals, such as the Clinical Coordinator, Registered Nurses and other staff to facilitate the process for the delivery of patient care by providing clinical, clerical and administrative support to the team.

The Clerk is responsible to coordinate and implement activities related to the administrative functioning of the Emergency Department (ED) or the Intensive Care Unit (ICU). 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 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 Clerk is required to be focused and acutely aware of all the activities of the ED and ICU. Fluctuating workloads demand excellent organizational skills, flexibility and an ability to spontaneously respond to changing priorities. The Clerk needs to remain calm in a pressured situation and needs to be at times flexible with their role.

Based on staffing issues and patient acuity throughout STH the incumbent may be required to cover for other unit clerks in the Hospital,

## **RESPONSIBILITIES**

- 1. Facilitates the effective and timely coordination of patient admission, management and communication of patient information, and transitional care (between units; and/or to community).**
  - Demonstrates principles of patient and family centred care in their work to support patient care and in their interaction with patients.
  - Ensures that all persons who come to the unit are greeted appropriately.
  - Communicates and collaborates with other members of the patient care team (within and beyond the unit) Coordinates the bookings of procedures/appointments as directed.
  - Collaborates with the Patient Referral Department to coordinate client discharge plans.
  - Prepares, distributes and files documents and reports as required. Uploads any documents to the Electronic Medical Record. Fax any documents to the communities.
  - Provides general departmental duties as assigned by Supervisor or daily schedule, to ensure the smooth operation of the Units.
- 2. Provides clerical and administrative support in order to coordinate the day-to-day activities of the unit.**
  - Responds to/directs phone calls as required.
  - Orders, processes and stocks supplies for the unit.
  - Delivers/retrieves items such as: mail, specimens, patient records etc.
  - Porters patients to appointments, tests and procedures and remains in attendance when his/her assistance/support is required.

- Prepares and maintains accurate records such as: census record, admission book and the client record.
- Coordinates client conferences and other activities to facilitate the active management and discharge planning process.
- Updates the Emergency Fan-Out List on a monthly basis and distributes the list accordingly.
- Under the direction of nursing staff, ensures that the equipment on the Unit is maintained and repaired when required and troubleshoots when problems arise.
- Collaborates with nursing staff to see that the admission process is followed on all admissions.
- Requests the services of the maintenance department as required.

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

- Demonstrates patient and family centred care principles and excellent customer service techniques when dealing with patients, families, other employees and visitors.
- Coordinates all the administrative components of the admission, discharge and follow up (e.g. assembling packages for medevac, making appointments when required and ensuring that all the required documentation is sent for follow-up appointments and referrals, etc.).
- Orients new employees, including relief unit clerks and nursing students, to become familiar with the Unit and hospital administrative activities and protocols.
- Uses the communication book and other communication tools to keep unit employees abreast of current issues.
- Performs other duties as required, either alone or in collaboration with nursing staff, which contributes to the smooth administrative operations of the unit.

## **WORKING CONDITIONS**

### **Physical Demands**

The Clerk is required to sit, bend, lift, carry, push, pull, and stretch throughout their working day. The frequency varies from moderate to high, pending the workload and acuity of the unit. This will lead to neck, back or arm strain or injury.

The majority of the incumbent's routine is communicating with other agencies via phone, computer or fax machine. These activities put the incumbent in jeopardy for back and muscle strain or injuries.

### **Environmental Conditions**

The Clerk works in a hospital environment and is exposed to infectious diseases and bodily fluids as a result of patient interactions. The environment may also be noisy including patients/clients who are upset or distraught, noisy equipment and crying children.

Work is frequently interrupted by telephone calls, staff, visitors, and patients. Competing

demands require the incumbent to continually reprioritize their work.

### **Sensory Demands**

The incumbent is required to be focused and acutely aware of all the activities on their unit as they are the first lines of contact for all who access the unit. As a gatekeeper, the demands and expectations are usually moderate to high in intensity and frequency. The senses of hearing, watching, touching and focused listening are extremely important in order for the Clerk to effectively communicate with others.

The frequency, duration, and intensity will increase as the workload and acuity increases.

### **Mental Demands**

The environment is fast paced, dynamic and constantly changing; work is frequently interrupted by telephone calls, staff, visitors and patients. The Clerk has limited control over the workload, and competing demands require the incumbent to continually reprioritize their work.

The incumbent deals directly with all members of the multi-disciplinary team and patients who at times may be demanding, upset and distraught. The incumbent will be expected to work with the cultural differences and the expectations of patients, co-workers, and other health care 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.

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

- Knowledge of medical terminology.
- Computer skills.
- Ability to maintain / upkeep a 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 spontaneously respond to changing priorities.
- Ability to remain focused and acutely aware of all the activities on their Unit.

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

Grade 12 (High School/ Secondary School Diploma) and a medical terminology course.

## **ADDITIONAL REQUIREMENTS**

- Proof of immunization in keeping with current public health practices is required.
- Current Criminal Record Check is required

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: Indigenous Language - Not Specified**

Required

Preferred