



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services	Community Health Representative	
Position Number	Community	Division/Region
48-16903	Yellowknife	Primary Care/Yellowknife Region

PURPOSE OF THE POSITION

The Community Health Representative (CHR) provides community health promotion services in the Yellowknife Regional Communities of Ndilq and Dettah, in accordance with the philosophy and objectives of the Northwest Territories Health and Social Services Authority (NTHSSA) to promote the prevention of disease, maintenance of health and the overall health and well-being of the community.

SCOPE

NTHSSA administers all public health, home care and general physician services throughout Yellowknife, Dettah and Ndilq, as well as all regional health and social services delivered in Fort Resolution and Lutsel K'e. The NTHSSA provides and supports the delivery of community-based health care services to adults and children in order to enhance the health and well-being of communities through excellence, accountability and respect for regional diversity.

Located in Yellowknife and travelling extensively to Dettah and Ndilq, the CHR reports directly to the Nurse in Charge (NIC) – Primary Care Yellowknife. The CHR works with community members, and other health care providers and other agencies to promote healthy living and well-being to a client population of approximately 540+ residents. The CHR plays a critical liaison role between the community and NTHSSA and ensures that individuals within the community have access to education and health promotion needed for healthy living and that NTHSSA is aware of the community concerns with respect to continued health and well-being.

Community Health Promotion Services include the delivery of public health and homecare programs designed to promote community health and wellness (e.g., including, but not limited to, Well-Child/Woman/Man clinics, pre- and post-natal clinics, school health program, chronic disease clinic, communicable disease surveillance, etc.).



Services may be provided within the Yellowknife Primary Care Clinic, community halls, schools or in a patient's/resident's home (e.g., elderly population) in Dettah and Ndilq and are intended to promote a healthy way of life and decrease the incidence of death and disease. Services may be provided on an individual basis or as part of a multi-disciplinary team.

The CHR may be required to deliver medications that have been pre-dispensed (e.g., bubble pack) to individuals within the community.

RESPONSIBILITIES

- 1. Provides and participates in the delivery of community health programs in Dettah and Ndilq (e.g. including, but not limited to, Well-Child/Woman/Man clinics, pre- and post-natal clinics, school health program, chronic disease clinic, communicable disease surveillance) according to the GNWT Health Standards in order to protect, prevent and reduce the incidence of communicable disease, to promote a healthy life style and to reduce the incidence of disability and/or death to all community members.**
 - Delivers community health programs (both pre-packaged and requiring development by the incumbent to fit community needs).
 - Encourages community members to participate and attend education and health promotion sessions.
 - Uses and involves the media (such as local radio, T.V., posters and newspaper) to facilitate mass public education on health-related topics.
 - Assists in the arranging of specialty clinics with physician specialists or other health care providers (e.g., makes sure individuals scheduled for an appointment know they are scheduled and are aware of what services are being provided).
 - Assists in the evaluation of community health programs and offers suggestions for improvement where appropriate (culturally sensitive support).
 - Acts as a local resource for other community-based health care workers.
 - Escorts clients to the nearest medical appointment.
 - Promotes a safe and healthy environment in homes, schools and throughout the community.
- 2. Facilitates patient and family education/teaching based on the needs of the patient.**
 - In collaboration with Health Care providers, facilitates individual learning to patients and their families in relation to patient illness or injury (e.g., self-care, health promotion, etc.) as directed.
 - Determines a patient's knowledge of their health, disease process and learning needs.
 - Participates in the development of community specific educational resources necessary to support patients.



- 3. Advocates practice environments that have the organization and resource allocations necessary for safe, competent and ethical nursing care.**
 - Explains local culture, community health needs, and problems to health care professionals to encourage appropriate programming and communication techniques are used to meet NTHSSA goals,
 - Collaborates with nurses, peers, and other members of the health care team to advocate health care environments that are conducive to ethical practice and to the health and well-being of patients and staff.
 - Participates in research (e.g., flu watch) and special projects related to the community's health status.
- 4. Records specifics of all encounters or services provided for statistical purposes and follow up.**
- 5. Assists the YKDFN, NIC or CHN to arrange for the transportation (including medivac and appointments for special clinics) of patients both to and from Yellowknife in order to ensure the patient receives appropriate care.**
- 6. Delivers pre-dispensed (e.g., bubble pack) medications to patients and ensures ingestion based on orders from the NIC.**

WORKING CONDITIONS

Physical Demands

The incumbent will be required to transport and carry supplies and equipment from Yellowknife to homes or teaching locations, using stairs, obtaining water samples, and climbing in and out of a vehicle several times a day which may lead to moderate levels of physical fatigue.

Environmental Conditions

When assisting other health care professionals with client care (such as health screening), the incumbent may be exposed to human body fluids, including blood. During home visits the incumbent may be exposed to smoke, unsanitary conditions and potentially abusive (verbal and physical) patients or family.

As a result of living in a northern community, the incumbent may be required to travel on ice or winter roads when traveling to or from the community.

Sensory Demands

The incumbent will be involved in situations where the incumbent will need to deal with difficult clients experiencing medical problems that require an immediate outcome. As a result,



the incumbent will need to use combined senses to accurately assess patients and situations in order to respond appropriately and diffuse potential problems.

Mental Demands

The CHR may become involved in situations with community members who are experiencing stress or confusion with respect to the delivery of health care or the status of their own health. This involvement/interaction may occur at any time (day or night). This may cause a significant disruption to the incumbent's family and social life.

In addition, within the health care setting there can be significant lack of control over the work pace, with frequent interruptions (work is often dictated by external factors) that may lead to mental fatigue or stress.

From time-to-time Community Health Representative may be required to assist during the provision of nursing services to abusive patients, individuals under the influence of drugs or alcohol and RCMP escorts. These incidents may occur while the incumbent is on duty as well as when off duty (within a small community it is difficult to separate the individual from the position). As a result, there may be concern for the safety and well-being of the incumbent which may cause extreme levels of stress on the incumbent both during and after working hours.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of current trends in health promotion, community development and adult education theory as well as a basic understanding of common disease processes and conditions throughout the life span.
- Knowledge of traditional healing methods as well as community and cultural norms.
- Knowledge of, and an ability to, network resources within and outside the NTHSSA (e.g., Social Services, Public Health, medivac teams etc.) in order to provide comprehensive health promotion and education.
- Knowledge of and an ability to work effectively in a cross-cultural setting and work with community groups and resources.
- Knowledge of, and ability to operate, word processing applications (e.g., Microsoft Word) in order to complete training materials and presentations, electronic mail to send and receive mail, and the internet in order to conduct on-line research.
- Effective verbal and written communication skills (this includes an ability to follow verbal and written instruction from nursing, medical and dental personnel and interpret health information accurately - following the Medical Interpreter's Guide).
- Ability to operate basic office equipment (i.e., telephones, fax machines, etc.).



- An ability to identify health issues and formulate an action plan. This includes an ability to formulate teaching plans and use audio visual and other teaching aids as well as an ability to create teaching materials that are culturally appropriate for the client's needs.
- An ability to educate patients and their families (where applicable) on appropriate self- care methods and techniques as directed by a health care provider (e.g., NIC).
- Awareness of the importance of confidentiality and ability to keep personal and medical information private and confidential at all times.
- 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:

This level of knowledge is typically acquired through the completion of a NWT Community Health Representative training program.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

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

Yellowknife Region Requirements

Within the Yellowknife Region the CHR must be able to acquire within a reasonable time frame, and remain current with, the following training and certifications:

- Internet, word processing and electronic mail,
- Standard First Aid, and
- Certification in basic CPR.

An ability to speak a local indigenous language is a necessity.

The incumbent must be able to complete a satisfactory criminal record check.

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