



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Porter	
Position Number	Community	Division/Region
48-17171	Yellowknife	Stanton P3 & Facility Operations / Territorial Operations

PURPOSE OF THE POSITION

The Porter is responsible for transporting and assembly of furniture-fixtures-equipment (FFE), materials, supplies, courier, lab samples, linen/laundry, and any other required delivery to the clinics and houses of the Northwest Territorial (NT) Health and Social Services Authority (NTHSSA) Legacy facility. The Porter also assists with transporting long-term care residents in and around the facility, while medical professionals focus on providing medical care to their clients and patients. The position will be required to transport materials to and from the Legacy facility as required for operations.

SCOPE

NTHSSA is an independent public agency delivering a full range of health and social services programs and services under the jurisdiction of the Department of Health and Social Services (DHSS) to the public. The authority for NTHSSA to exist comes from the *Hospital Insurance and Health and Social Services Administration Act* (HIHSSA). This includes the establishment and appointment of the NTHSSA Leadership Council (Council) to govern the Authority. A Finance Committee exists as a subcommittee of the Council that considers all financial matters before they are presented to the Council.

Although this is the overarching legislation, NTHSSA in partnership with DHSS has delegated authority to administer and comply with all or parts of many other NT health and social services Acts including but not limited to the: *Health Information Act*, *Health And Social Services Professions Act*, *Child And Family Services Act*, *Medical Care Act*, *Medical Professions Act*, *Mental Health Act*, *Midwifery Profession Act*, *Nursing Profession Act*, *Ophthalmic Medical Assistance Act*, *Optometry Act*, *Public Health Act* and *Social Work Profession Act*. Programs and services include primary, secondary, and tertiary health and social services covering family



services, protection services, continuing care services, diagnostic and curative services, care placements, mental health, addictions, rehabilitation, and developmental activities. Along with the many clinics and health care centres operating throughout the NT, there are two hospitals under NTHSSA responsibility: a regional hospital in Inuvik and a one in Yellowknife servicing the entire NT. This hospital in Yellowknife is the Stanton Territorial Hospital (STH) and provides a full spectrum of acute, outpatient and extended care services. It is the largest Branch of NTHSSA and is a key part of the territorial integrated approach to healthcare.

Two jurisdictions, Hay River and Tł'chǫ within the NT deliver local health and social services independent of NTHSSA. This situation adds a layer of complexity as the administration and assurance that local services are provided at NTHSSA standards must be established through a collaborative arrangement documented in a Memorandum of Understanding (MoU) between each jurisdiction and the Authority. The cost of services provided to residents of these regions that are delivered through NWTHSSA are recovered through a billing process.

The remainder of the NT is part of NTHSSA and is divided into five regions: Beaufort Delta, Sahtu, Dehcho, Fort Smith and Yellowknife with a Chief Operating Officer heading up each region.

NTHSSA also provides specialized medical services that are not available locally to residents of the Kitikmeot region of Nunavut through a formal agreement with the Government of Nunavut. Hospital and emergency health care services are also made available to non-residents employed and working in the NT in the mining and other business sectors through several third-party formal contracts with employers.

NTHSSA employees are part of the GNWT employment pool. NTHSSA is the largest employment entity within the GNWT departments, boards and agencies, with a very wide range of classifications of employees including medical specialists, professionals, management, office staff, union employees, 24/7 essential services, part-time, full-time, casual and shift work. Payroll management is therefore a complex and fundamental part of NTHSSA operations.

As a public agency, the Authority is required to comply with all relevant GNWT legislation, policy frameworks and manuals. Key financial and administration components of this obligation include the NT *Financial Administration Act* (FAA) and Regulations and manuals, NT *Public Sector Act* (PSA) and Regulations, Human Resources Manuals, GNWT financial and accounting policies and procedures, and Public Sector Accounting Standards (PSAS) and Generally Accepted Accounting Principles (GAAP). NTHSSA is directly accountable to the Council as well as DHSS, and through DHSS to the NT Financial Management Board (FMB), GNWT Executive Council (Cabinet) and the NT Legislative Assembly.



A public report including the audited financial statements must be tabled in the NT Legislative Assembly annually. The Office of the Auditor General (OAG) performs the audit of NTHSSA separate and apart from the GNWT audit. This results in a direct relationship between the OAG and the Authority.

Accurate, timely, comprehensive, and understandable financial reporting is essential, not only to prepare the annual audited financial statements but also to complete financial statements, claims and reports related to comprehensive funding agreements. The consequences of not meeting deadlines from various sources such as dates entrenched in legislation, set by the OAG, set by DHSS or other GNWT sources and/or included as terms and conditions of contribution agreements can be significant. These potential consequences include the loss of revenue, official criticism by the OAG, and political concern raised in the Legislative Assembly. Operating at arm's length from government, the Authority is required to cover all expenses from the revenues received from public sector contribution agreements and MoUs, and contracts with the private sector. The primary contribution to operate comes from a complex core funding agreement from DHSS. As well, DHSS also provides several sources of targeted funding which are limited to specific programs and services and as such require separate accounting and reporting for each individual agreement. Many of these targeted contributions come through DHSS from the Government of Canada. These federal/territorial agreements have their own set of accountability requirements. In order to access these funds, NTHSSA must ensure the internal financial accounting structure and reporting meets the terms and conditions of these DHSS/Government of Canada agreements. NTHSSA also receives funding through the agreement with the Government of Nunavut, MoUs with Hay River Health and Social Services Authority and the Tłı̨chǫ Community Services Agency and private sector contracts for services to non-residents working in the NT.

Developing comprehensive fiscal policies and strategic plans and reliable budgets, establishing strong financial controls, ensuring all potential revenues are collected, implementing comprehensive accounting and tracking practices, and ensuring accurate and timely reporting is occurring are all essential to the ongoing success of NTHSSA. The Authority manages a full range of financial and accounting operations covering Operations Expenses and Revenues, maintains and manages its own Treasury functions; bank accounts; Accounts Receivable; Accounts Payable; Materials Management; Comptrollership; protection of assets; contract administration; budgeting; fiscal planning; variance analysis, forecasting and reporting; financial statement preparation and reporting functions. Although the Authority operates its accounting and payroll systems on the GNWT's System for Accounting and Management (SAM) and utilizes GNWT Shared Services functions for processing transactions, it does not access GNWT central agencies directly for most centrally managed and coordinated services in conjunction with government departments. The Finance Branch is the "central agency" for NTHSSA performing many of the same functions as the Department of Finance (FIN) does for GNWT departments.



The NTHSSA is confronted with significant financial challenges due to substantially rising inflationary costs and constant growth in demand for services while funding sources are not keeping pace. This has resulted in a continual rising of the accumulated debt. This fiscal situation places a great deal of pressure on the Finance Branch to ensure NTHSSA can continue to cover operational needs and at the same time control expenditures as much as possible. In this environment financial sustainability has become a major concern.

Capital asset management also falls under the Finance Branch. The NTHSSA Annual Report and related Financial Statements focus on operations. "Ownership", value and financial accounting for Capital Assets including Public/Private Partnership (P3) projects and Other Capital Assets is retained by the GNWT through DHSS and therefore they are not listed in the Financial Statements as NTHSSA's assets. However, within the NTHSSA's Financial Statements, the Statement of Operations and Accumulated Deficit includes "grant-in-kind government contributions" with offsetting an "assets provided at no cost" expense for the use of these Capital Assets. These amounts are determined by the GNWT's amortization calculation, the value of donated assets, and the amount paid out by the GNWT on behalf of the Authority as lease payments as part of the STH P3 project.

STH was built as a Public/Private Partnership (P3) project. A major component of maintaining the building is therefore the responsibility of the Owner to oversee the private sector performance. Ensuring the STH facility remains at an acceptable standard in accordance with the output specifications which is managed through a very complex Project Agreement (PA) lead by NTHSSA in conjunction with DHSS and INF. Facility maintenance requirements are referred to as hard services. The PA also includes services such as laundry, housekeeping and waste management, security and surveillance, and cafeteria/meal services, roads and grounds maintenance which are referred to as soft services.

Although NTHSSA's primary role is operational in nature, this cannot be achieved without proper capital investment in such specialized assets like hospitals, health clinics, major medical and laboratory equipment and a fleet of vehicles. For the most part, these assets remain the responsibility of GNWT with dedicated use turned over to NTHSSA. This relationship requires close collaboration and cooperation between the GNWT through DHSS and INF, and the Authority to ensure NTHSSA's needs are met and assets are maintained at an acceptable standard.

Hospitals, clinics and health centres are required to operate within standards set by Accreditation Canada. These facilities, programs and services are regularly inspected to allow assurance that acceptable standards continue to be met. The Finance Branch participates in ensuring sufficient resources are available and facilities and equipment maintenance plans are in place to prevent losing accreditation which could lead to a program or service being shut down.



NTHSSA is comprised of seven Branches headquartered in Yellowknife. The Branches are Office of the Chief Executive Officer (CEO), Finance; Clinical Integration; Child, Family and Community Wellness; Corporate and Support Service; Regional Operations, and Stanton Territorial Hospital.

The Porter is part of the STH P3 and Facility Operations in the Finance Branch, reports to the Manager, Operations and is located in Yellowknife.

The Porter is responsible for transporting and assembly of furniture-fixtures-equipment (FFE), materials, supplies, courier, lab samples, linen/laundry, and any other required delivery to the clinics and houses of the NTHSSA Legacy facility. The Porter also assists with transporting long-term care residents in and around the facility, while medical professionals focus on providing medical care to their clients and patients. The position will be required to transport materials to and from the Legacy facility, receiving and distribution of supplies by restocking various carts and supply storage with consumables and to other various areas within the facility as required for operations.

The Porter is also responsible to comply with infection control policies and procedures to clean and disinfect mobility/linen equipment and carts used throughout the facility as part of operations.

The Porter must have the ability to adapt to changing circumstances while providing the best possible service to the staff, patients, and residents. The Porter will need to have initiative and be proactive as required, especially in emergency situations where time is valuable.

RESPONSIBILITIES

1. Support the fulfillment of Accreditation Canada Standards in the domains Legacy facility operations.

- Works collaboratively with the Territorial Quality and Client Experience Team to implement program, and policy updates to align with the Accreditation Canada Standards of Excellence.
- Work collaboratively with the Territorial Quality and Client Experience Team to ensure contractors receive an orientation and education on Accreditation Canada's Program and the Accreditation Process.
- Support and implement action plans alongside the Manager based on results of any work required to align services with standards, and recommendations from the onsite Accreditation Canada Surveys.
- Collaborate with the Territorial Quality and Client Experience Team and the Territorial Quality Teams to report and track service indicators.
- Report task progress to the Territorial Quality and Experience Team.



- Advise the Manager of significant developments in services that could have implication for operations, including making recommendations for corrective actions.

2. Workplace Health and Safety: Employees of the Authority are committed to creating and maintaining a safe and respectful workplace for employees and patients/clients. Building a safe and respectful workplace is everyone's responsibility.

- All employees and contractors have a professional and personal responsibility to perform their duties to health and safety regulations, standards, practices, and procedures.
- All stakeholders (management, staff, Union of Northern Workers (UNW), and Workers' Safety and Compensation Commission (WSCC)) need to ensure our Workplace Health and Safety Committee works effectively, with a shared purpose of continuous quality improvement in health and safety.

3. Distribution and transporting of medical equipment and supplies.

- Handle and store sterile medical supplies in a manner that protects the integrity of the sterility of the supplies.
- Monitor and stock supplies as required; be aware of utilization patterns.
- Ensure that clean and sterile supplies are maintained in proper order using accepted environmental and storage standards.
- Receiving and distributing the medical equipment to the clinics or houses on a timely basis.
- Ensuring the mobility equipment is returned disinfected to the main entrance when used by a patient.
- Collecting the daily request from the clinics and houses on required medical supplies.
- Picking up the supplies from the warehouse and distributing them in the required clinic or house.

4. Collecting and distributing linen.

- Distributing daily clean linen carts to the long-term care houses.
- Picking daily soiled linen from the long-term care houses.
- Distributing on a need basis linen to the facility clinics.
- Cleans and sanitizes linen carts and equipment in accordance with governing practices and policies.

5. Provide broad support responsibilities.

- Perform other duties as assigned by the Manager or Director for the purposes of ensuring the smooth and efficient operation of the NTHSSA, Legacy facility as



required.

- Assist with orientation of new staff to facility operations as required.
- Ensure that the work area is clean and organized.
- Participates with management on strategies to gain efficiencies and improve functional capabilities.
- Stocks, tracks, and organizes carts and equipment throughout the facility.
- Transporting and assembly of furniture-fixtures-equipment (FFE).
- Reports damaged, inoperable, or faulty equipment to facilities and maintenance staff.
- Completes related forms and maintains records as required.

6. Moving patients around the facility.

- Transporting a new long-term care resident after admission.
- Safely transport residents to/from their house to the main entrance, treatment or consultation areas, or designated activity spaces both inside and outside of the facility.
- Supports patient care staff to transfer patients into wheelchairs and onto stretchers ensuring their comfort in readiness for transport to designated area in accordance with established guidelines and protocols.

7. General facility shipping and receiving.

- Collecting and delivering daily mail to/from each clinic and houses.
- Shipping and receiving daily mail from the reception area.
- Coordination with GNWT warehouse for delivery, disposal, or installation of materials, goods, or equipment.

8. Disposing of waste and dangerous materials.

- Safely transporting and disposing of hazardous and nonhazardous biological materials (blood and other bodily fluids, boxes for sharps, soiled linen, etc.).

9. Transporting deceased patients to the receiving.

- Transporting the deceased to the facility receiving area for pick up by the ambulance.

WORKING CONDITIONS

Physical Demands

The incumbent is exposed to long periods of walking, standing, bending, lifting, and reaching. Most of the time each day is spent carrying out physically demanding activities such as pushing heavy carts and lifting residents/patients, equipment, and supplies. Physical activities are repetitive and continuous throughout the day with minimal relief.



Environmental Conditions

The incumbent will be exposed to infectious agents as a result of exposure to biological samples, human waste and sharps disposal. The incumbent may also be exposed to unpleasant odors from body wastes, and chemical reagents, and exposure to toxic/corrosive agents and cleaning solutions used in the performance of duties. The incumbent is exposed to dirt, noise, noxious odours and disposing of garbage on a frequent basis, and may be exposed to weather extremes on occasional basis during summer and winter.

Sensory Demands

The incumbent will provide attention to detail through intense visual concentration in order to check the cleanliness of work area, sorting and distribution of correct supplies and equipment throughout the facility to meet operational requirements. The incumbent may be required to assist clinical staff with aggressive behavior of clients.

Mental Demands

Working in a demanding health care environment, it is important for the incumbent to be able to maintain their composure under pressure and to act in a respectful and professional manner while interacting with staff, patients and residents.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledgeable or willingness to learn basic medical terminology.
- Knowledge of material management, shipping / receiving, inventory control and procurement.
- Knowledge of, and the ability to properly use, PPE (Personal Protective Equipment) for infection control.
- Organization skills and ability to deliver a wide variety of services.
- Communication skills including listening and responding appropriately and effectively.
- Ability to organize and prioritize work.
- Ability to operate desktop computers and application software (MS Office) to complete data entry for inventory tracking, shipping/receiving, and e-mail as required.
- Ability to maintain strict confidentiality.
- Ability to acquire knowledge of northern logistics, technology, construction, and context.
- Flexible/adaptable to change to perform other duties as required by the Manager or Director.
- Ability to be sensitive to the geographical/cultural needs of the regions and understand how community and culture impact on the delivery of health care.
- Ability to model socially inclusive and culturally sensitive and safe behavior and works towards affirmative action and equity within the workforce they are responsible for hiring.



- 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 Diploma / Secondary School diploma and 1 (one) year of related experience working in a warehouse/logistics/distribution/hospital setting.

Experience in a Health Care Facility is an asset.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

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

A valid class 5 driver's license and satisfactory driver's abstract.

The incumbent must be able to acquire within a reasonable time frame and remain current with the following mandatory certifications:

- Non-Violent Crisis Intervention
- Workplace Hazardous Materials Information System (WHMIS)
- Fire Training
- BioSafety Training
- FIT Testing
- Transportation of Dangerous Goods
- CSA Infection Control Standards Compliance
- Workplace Bullying/Respectful Workplace

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