



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Rehabilitation Assistant, Audiology	
Position Number	Community	Division/Region
48-17265	Yellowknife	Rehabilitation and Continuing Care Services/ YK Region

PURPOSE OF THE POSITION

The Rehabilitation Assistant, Audiology (Assistant) assists in the provision of Audiology services to patients of the Rehabilitation Department under the direction and supervision of an Audiologist and in accordance with the philosophy and strategic priorities of the Northwest Territories Health and Social Services Authority (NTHSSA). The Assistant will deliver service in a safe, effective, and efficient manner that ensures patients realize and maintain maximum functioning and independence within efficient publicly funded services.

SCOPE

The NTHSSA is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of Hay River and Tłı̨chʼı̨ 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.

While the Tłı̨chʼı̨ Community Services Agency (TCSA) and Hay River Health and Social Services Agency (HRHSSA) operate under separate, 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.

The NTHSSA administers health and social services to the residents of the Yellowknife (YK) Region in the NWT. The NTHSSA directly and contractually employs over 300 staff who deliver



these services in Yellowknife, Ft. Resolution, Łutsel K'e, Ndilo, and Dettah for the YK Region. The NTHSSA provides and supports the delivery of services to adults, children, and seniors on an inpatient, outpatient and outreach basis at multiple sites across the city of YK and the communities of Łutsel K'e Ndilo, Dettah, and Ft. Resolution. These services include community-based social services, a public health clinic, primary care services, rehabilitation services, home and community care services, and long-term care/extended care services.

There are four regional rehabilitation teams located in Fort Smith, Hay River, Inuvik and Yellowknife. Rehabilitation services consist of audiology, occupational therapy (OT), physiotherapy (PT) and speech language pathology (SLP). All teams provide PT, OT and SLP services; the YK and Inuvik teams provide audiology services. Each regional team is responsible for delivering services within the community where they are located as well as other smaller communities. The provision of regional services is achieved using various methods of delivery including community travel clinics, telehealth, telephone, etc. Child Development Teams (CDT) are located within the YK and Inuvik rehabilitation teams. Additionally, a territorial Youth Fetal Alcohol Spectrum Disorder (FASD) Diagnostic and Family/Community Support program is embedded in the YK CDT.

Reporting directly to the Territorial Manager, Audiology and Speech Language Pathology (Manager) the incumbent provides clinical and administrative support to the Audiology practitioners. The incumbent also maintains departmental inventories, equipment, resource information and the work area of the Audiology department, to provide clients with equipment and aids to help them reach their functional potential and provides administrative support to the practitioners. With specific instruction from the practitioners the Assistant will assist in the implementation of assessments and treatment plans with clients, helping the client to reach their goals. Services are provided on an in-patient, out-patient, community and school basis. Under the direction of the Manager, the Audiology unit consists of a Territorial Specialist, Audiology, Audiologists, Hearing Aid Practitioner, and a Clinical Program Assistant.

RESPONSIBILITIES

1. The Assistant contributes to the operation and management of the Audiology Department through supportive functions which allow the Audiologists and Hearing Aid Practitioner to concentrate on direct client care activities.

- Provides direct client care in newborn hearing screening.
- Contributes to client care and safety by assisting the Audiologists in assessing children and unpacking/preparing hearing aids for programming.
- Assists with hearing aid repairs as directed by the Audiologists/Hearing Aid Practitioner.
- Maintains inventory in the Audiology Department, ensuring Audiologists and Hearing Aide Practitioners have an adequate supply of appropriate equipment and aids for their clients by processing, receiving, and shipping orders. Through research and contact with



suppliers contributes to the fiscal management of the department and assists the practitioners in making the decision about the best equipment to purchase on behalf of the client.

- Acts as a resource for clients, practitioners and other departments through knowledge of extended health and insurance plans, by ensuring that necessary forms and authorizations are obtained, maintaining accurate records of orders and following up on late or lost orders.
- Functions as a member of the Audiology Team by participating in the formulation of short- and long-term departmental goals, fiscal departmental planning and in the development and implementation of departmental projects and by keeping and submitting accurate statistics and records.

2. Provides administrative and clerical support to the Audiology department and their patients.

- Works with the Rehabilitation Services Program Assistant to schedule and coordinate in-person and virtual assessment and treatment appointments to aid in the restoration of the patient's health.
- Assists with travel arrangements for travel clinics as directed for the provision of professional services.
- Liaises with community health centre staff in outreach communities to inform them of travel schedules and medical travel needs for audiology services.
- Provides relief support for Rehabilitation Program Assistants when operational requirements allow.

3. Provides relief coverage in the absence of the Hearing and Speech Aide, Physiotherapy Aide, Rehabilitation Assistant(s) or Occupational Therapy Aide.

- Assists in the effective management of the physical resources of the physiotherapy, occupational therapy, speech-language pathology and/or audiology departments to ensure that staff and patients have the necessary equipment and supplies available for therapeutic use.
- Assists in the implementation of rehabilitation treatment plans by providing direct care and therapy to patients under the direction of the clinician/therapist.
- Documents interventions and provision of equipment to patients according to departmental charting guidelines.
- Contributes to patient care and safety by ensuring that equipment is properly assembled and maintained.
- Coordinates telehealth meetings for therapists with patients and stakeholders in communities.



WORKING CONDITIONS

Physical Demands

Approximately 50% of the incumbent's day will be spent bending and standing in awkward positions providing physically demanding services (e.g. repetitive, and forceful use of hands) to clients while assisting the practitioners. The incumbent moves and lifts children and heavy therapeutic equipment. This often requires lifting equipment above shoulder height. The incumbent may sit or stand for extended periods of time during authorization paperwork or creating therapeutic speech activity supplies.

Environmental Conditions

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Sensory Demands

The incumbent will be required to use the combined senses of touch, sight, and hearing during provision of care in a variety of settings. Some settings may be distracting for both the incumbent and the patient (noise level, visual commotion, etc.).

The Audiology Assistant must use strong observational skills when working with clients to accurately report to the Audiologist.

Mental Demands

The incumbent has the opportunity to develop relationships with the clients of the Rehabilitation Services Department. The incumbent is expected to remain calm, controlled, and professional, regardless of the situation and demonstrate compassionate care to the client, family and other members of the healthcare team.

There is uncertainty in knowing what to expect while at work, especially in uncontrolled settings (e.g. home visits). There is legitimate concern about risk of verbal or physical assault and unknown and unpredictable situations (e.g. patients or family members under the influence of alcohol).

In addition, within the healthcare setting there can be significant lack of control over the work pace, with frequent interruptions that may lead to mental fatigue or stress. There is a large and varied volume of work that must be prioritized by the incumbent; demands are placed on this position by several different therapists all competing for the assistant's time.



The incumbent is required to be motivated and innovative in continuing education and practice to encourage the professional growth of self and others.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of and ability to operate a desktop computer to send and receive electronic mail and conduct research over the Internet,
- Knowledge of and ability to operate Microsoft office applications in the completion of letters, databases, and reports.
- Effective oral and written communication skills.
- Effective time management, organizational and problem-solving skills.
- The ability to work with a multidisciplinary team.
- 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 successful completion of certification as a Communication Disorders Assistant, Speech and/or Audiology Aide or Rehabilitation Assistant from an accredited Canadian Institution or an equivalent combination of education, training, and experience.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

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

NTHSSA has several certifications that are required upon hire, depending on the area where the employee works, including but not limited to: Indigenous 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: Select language

☐ Required

☐ Preferred