



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Relief Unit Clerk, Long Term Care/Extended Care	
Position Number	Community	Division/Region
48-17270	Yellowknife	Long Term Care/Extended Care, Yellowknife

## PURPOSE OF THE POSITION

The Relief Unit Clerk, Long Term Care/ Extended Care (LTC/EC), is a member of the health care team and provides clinical, administrative and clerical support to the multi-disciplinary team. As the first line of contact to the day-to-day activities of LTC/EC, the Relief Unit Clerk acts as a gatekeeper and coordinator of the information and activities required for the efficient operation of the unit. The Unit Clerk also liaises with external resources as required.

## SCOPE

NTHSSA is the single provider of all health and social services in the NWT, with the exception of Hay River and Tłıchʔ regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-indigenous. 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 Tłıchʔ Community Services Agency (TCSA) and Hay River Health and Social Services Agency (HRHSSA) operate under separate boards, the NTHSSA will set clinical standards, procedures, guidelines and monitoring for the entire NWT. Service Agreements will be established with these boards to identify performance requirements and adherence to clinical standards, procedures, guidelines and policies as established by NTHSSA.

NTHSSA administers health and social services to the residents of the Yellowknife Region in the NWT. NTHSSA directly and contractually employs over 300 staff who deliver these services in Yellowknife, Ft. Resolution, Łutselk'e, Ndilo, and Dettah for the Yellowknife 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 Yellowknife and the communities of Łutsek'ę, Ndilq, 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.

Located in Yellowknife, the Relief Unit Clerk reports to the Regional Manager, LTC/EC, and is responsible to coordinate and implement activities related to the administrative functioning of their respective unit: this requires the incumbent to be non-judgmental with residents; assertive and problem-solving oriented with staff, and to demonstrate initiative within the scope of their role. This position works in collaboration with all other health care professionals and staff involved in the care of LTC/EC residents, such as physicians, Manager, Supervisor/CC and nursing staff, to facilitate the process for the delivery of patient care by providing clinical, clerical and administrative support to the team.

The environment is fast paced, dynamic and constantly changing; work is frequently interrupted by telephone calls, staff, visitors and patients. The majority of the Relief Unit 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. Fluctuating workloads demand excellent organizational skills, flexibility and an ability to spontaneously respond to changing priorities. The Relief Unit Clerk is required to be focused and acutely aware of all the activities in LTC/EC, as they are the first-line-of-contact for all who access the Home. The Relief Unit Clerk needs to remain calm in a pressured situation and needs to be at times flexible with their role.

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

## **RESPONSIBILITIES**

### **1. Facilitates, under the supervision of a Registered Nurse, the effective and timely coordination of patient admission, management, and communication of patient information including, for example, diagnosis and treatment.**

- Demonstrates principles of patient and family centered care in their work to support patient care and in their interaction with patients.
- Coordinates the bookings of procedures and appointments as directed.
- Transcribes orders, as directed, in an accurate and timely manner.
- Collaborates with the nursing staff to assist with admissions, discharges and transfers, as required.
- Keeps nursing staff informed of changes in the patient's plan of care, unit admissions and discharges.



**2. Provides clerical and administrative support in order to coordinate the day-to-day activities of the unit.**

- Responds to and directs phone calls and visitors as required.
- In collaboration with the nursing staff, assembles and dismantles patient's charts and when this task is performed only by the Relief Unit Clerk, informs the nursing staff of all discrepancies in the chart which the nursing staff will need to address.
- Orders, processes and stocks supplies for the unit.
- Delivers/retrieves items such as: mail, specimens, patient records etc.
- Prepares and maintains accurate records such as census record, admissions and discharges, patient records and compiles unit statistics as required.
- Coordinates patient conferences and other activities to facilitate the active management as required.
- Updates the Emergency Fan-Out list on a monthly basis and distributes accordingly.
- Ensures that locum employees have the required technological tools and access in order to perform their jobs well.
- Ensures that the equipment in LTC/EC is maintained and repaired when required and troubleshoots when problems arise.
- Collaborates with the nursing staff to see that the admission process is followed on all admissions and transfers.
- Requests maintenance services when required.

**3. As the first line of contact for the daily activities of LTC/EC, the Relief Unit Clerk establishes and maintains effective communications and relationships with all members of the health care team, support staff, patients, visitors and others.**

- Demonstrates patient and family centered care principles, and excellent customer service techniques when dealing with patients, other employees, families and visitors.
- Coordinates the administrative components of the admission and other processes, e.g. assembling packages for transfer, making appointments and ensuring that all of 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 LTC/EC 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 contribute to the smooth administrative operations of the unit.



## **WORKING CONDITIONS**

### **Physical Demands**

No unusual demands.

### **Environmental Conditions**

The Relief Unit Clerk may be exposed to infectious diseases and bodily fluids as a result of patient interactions.

### **Sensory Demands**

No unusual demands.

### **Mental Demands**

No unusual demands.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of medical terminology.
- Computer skills.
- Ability to maintain/upkeep a filing system for patient records.
- Ability to learn/apply knowledge and skills relating to health-based information systems
- 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 in LTC/EC.
- 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:**

Grade 12 (High School/ Secondary School Diploma), a medical terminology course and a minimum of six (6) months experience in an office or customer service environment.

Equivalent combinations of education and experience will be considered.

**ADDITIONAL REQUIREMENTS**

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

Previous experience with health-based information systems such as, MediPatient, LIS, IEHR, Resident Search, and PeopleSoft would be an asset.

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 and 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