IDENTIFICATION

Department	Position Title	
Northwest Territorial Health and Social Services Authority	Territorial Program Assistant, Data and Evaluation	
Position Number	**Community**	**Division/Region**
48-17426	Yellowknife	Public Health and Primary Care Services/ Territorial Operations

PURPOSE OF THE POSITION

The Territorial Program Assistant, Data and Evaluation (Program Assistant) is a member of the Public Health and Primary Care Team. The incumbent is responsible for providing dedicated support to the team with coordination and management of administrative duties, supporting the Territorial Primary Care, Community Health, Public Health, Communicable Disease, Oral Health and Chronic Disease programs. The incumbent will play a key role in compiling and coordinating Quality Indicators for these programs from across the Territory.

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-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.

Under the direction of the Minister of Health and Social Services, the NTHSSA was established to move toward one integrated delivery system as part of the Government of the Northwest Territories (GNWT) transformation strategy. The NTHSSA sets clinical standards, procedures, guidelines and monitoring for the entire Northwest Territories. While the Tłı̨chǫ Community Services Agency (TCSA) operates under a separate board, and Hay River Health and Social Services Agency (HRHSSA) remains separate in the interim, Service Agreements will be

established with these boards to identify performance requirements and ensure adherence to clinical standards, procedures, guidelines, and policies as established by the NTHSSA.

The NTHSSA is responsible for the effective delivery of regional Public Health and Primary Care services to residents of Fort Smith, Inuvik, and Yellowknife. The NTHSSA provides and supports the delivery of health and social services across the lifespan on an outpatient and outreach basis to enhance healthy communities and well-being through excellence, accountability, and respect for regional diversity, and works with communities to promote healthy lifestyles.

Since 2013, the NWT health and social services (HSS) system has been engaged in a strategic renewal process. This began with System Transformation, a multi-year, community engagement-driven process to develop a model for an integrated health and social services system. The resulting changes to the system's governance structure have enabled a one- system approach, allowing for greater efficiency and integration while better respecting the unique contexts and strengths of the NWT's distinct regions and cultures.

Located in Yellowknife, the Program Assistant reports to the Territorial Director of Public Health and Primary Care and collaborates with the Territorial Director, the Territorial Managers, and the various Territorial Specialists within this team to ensure effective and efficient support in gathering quality indicators, managing mandatory Communicable Disease Audits, supporting in policy development and accreditation standard evaluation. The incumbent acts as a liaison with outside organizations to coordinate information and data collection according to the policies and procedures of the NTHSSA. The incumbent may be required to assist with other activities such the development of reports and policies and the tabulation of indicator reports to support the Regional Chief Operating Officers (COO) in frontline management.

The Program Assistant is guided by general procedures but must be able to make independent decisions regarding competing priorities such as handling the wide variety of telephone calls, and requests from the team. These include, but are not limited to, making judgments about the nature and urgency of the request and when and whether to consult with other members of the integrated care team. In this interdisciplinary environment the Program Assistant must be organized and have excellent attention to detail, as well as understand the various roles of the Communicable Diseases team (i.e., Physicians, Nurse Practitioners, Community Health Nurse Primary Care, Public Health Nurses.).

The Program Assistant will work closely with the Epidemiology team at Population Health at the Office of the Chief Public Health Office. They may also work with the NTHSSA Territorial Laboratory team in gathering reports and results.

RESPONSIBILITIES

1. **Deliver administrative and clerical support to members of the Territorial Public Health and Territorial Primary Care teams and other staff within the Health and Social Services System while maintaining exceptional cultural safety principles.**
   - Verify and modify client demographic information within the Electronic Medical Record (EMR).
   - Answer and direct telephone calls politely, respectfully, and professionally, and take clear, concise messages, referring messages to the appropriate team member and/or program as needed.
   - Develop and maintain successful working relationships with other departments and colleagues.
   - Understand key concepts of Primary Health Care Reform and the Integrated Care Team model including interdisciplinary collaboration, open access, continuity of care, empanelment, and case management.
   - Contribute to a safe and respectful workplace.
   - Coordinate rounds and meetings for Territorial Managers and ensure appropriate follow up on minutes and action items.
   - Manage and upload content to OurNTHSSA HUBs for Public Health, Primary Care and Community Health.
   - Provide administrative assistance with testing and immunization clinics.

2. **Maintain current data and patient information for statistical, informational, and educational purposes utilizing best practices and available electronic resources.**
   - Provide reporting and statistics on quality outcomes, including but not limited to wait times and patient numbers, provider continuity, referrals, no shows, etc., on an ongoing basis.
   - Collect clinic statistics from Clinics and Units.
   - Organize and coordinate data collection under the direction of the Territorial Managers and Territorial Specialists.
   - Evaluate projects and programs with the Territorial managers and specialists to support in maintaining quality initiatives.
   - Reporting on Quality Indicators (QI) and working with the tools available through QI frameworks.

3. **Contribute to a culture of patient safety and equitable care within the NTHSSA.**
   - Ensure positive patient identification using dual patient identifiers.
   - Reduce the spread of infection through effective hand hygiene.
   - Use effective and respectful communication at point of patient information transfer.

- Advocate for the dignity and respect of patients.
- Promote the autonomy and rights of patients and helps them to express their health and health care needs and values to obtain appropriate information and services.
- Safeguard the trust of patients that information learned in the context of a professional relationship is shared outside the health care team only with the patient's permission or as legally required.

4. Division wide administrative support

- Participate in administrative and team meetings, providing support and guidance required.
- Provide support within the Public Health Services and Primary Care Services team as required.
- Support in tracking division travel and booking travel.
- Monitor mandatory training as required by the Division and by Government of the Northwest Territories.
- Support team members in the development of policies and standard operating procedures, maintain Policy tracking spreadsheets for the division.
- File, scan and photocopy documents, records, and files.
- Administer requests for information and data from Public Health and Primary Care Team.

5. Facilitate, support, and promote a culture of teamwork.

- Receive and share information, opinions, concerns, and feedback in a supportive manner.
- Work collaboratively to build rapport and create supportive relationships with team members both within primary care and across the organization.
- Develop a supportive rapport with individuals and their families to facilitate collaborative relationships with other integrated team members.
- Determine the most appropriate, effective, and efficient mode of communication among interdisciplinary team members in accordance with identified policies and procedures.
- Coordinate and participate in formal and informal case conferences to share appropriate information concerning individual concerns or progress and to utilize the team's skills and resources in the most efficient and effective manner.
- Contribute to a strengths-based team environment and support team colleagues.
- Collaborate proactively with all integrated and interdisciplinary team members utilizing a client centered approach to facilitate and maximize healthcare outcomes.
- Communicate effectively with other health care team members to provide continuity of care and promote collaborative efforts directed toward quality patient care.

WORKING CONDITIONS

Physical Demands

No unusual demands, long periods of sitting.

Environmental Conditions

May be exposed to glare from computer screens or lights.

Sensory Demands

No unusual sensory demands

Mental Demands

The incumbent must be able to transition effortlessly into various situations as pressing issues arise. Little control over work pace and many interruptions.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of standard office administration protocols, procedures, and best practices.
- Knowledge of medical records and the ability to learn records management and to use an electronic medical record system.
- Knowledge, application and maintenance of quality, safety, and infection control standards.
- Organization and attention to detail skills to administer the multitude of activities to ensure clients are served in a respectful, confidential, and timely manner.
- Interpersonal skills with ability to communicate with people of diverse cultures and backgrounds, medical backgrounds, and other professional practitioners.
- Skillful at prioritizing needs, problem solving and decision making in a clinical setting.
- Ability to perform computer-based tasks and utilize electronic health record system which includes accessing and reading charts/provider notes for basic information to respond to client's inquiries/requests; enter notes in records; and perform complex scanning of documents to health records.
- Ability to follow through on commitments relating to work activities and personal actions.
- Ability to develop and monitor a system for tracking the status of various actions and correspondence.
- Ability to work in an electronic environment, including but not limited to Microsoft Office suite, Electronic Medical Records, and other computer systems.
- Ability to prioritize and manage multiple responsibilities.
- Ability to comprehend and follow direction both in writing and verbally.
- Apply organizational and time management skills to facilitate the multitude of activities which ensure patients are seen in a timely manner.
- Ability to work with minimal supervision and be self-directed.
- Ability to understand and recognize the NWT cultural, social, and political realities.

- Ability to acquire knowledge to recognize the impacts of colonization and residential schools on Indigenous health outcomes and the way health and social services is delivered
- Ability to engage in self-reflection to learn about personal biases and assumptions.
- 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/secondary school (grade 12) diploma and a Medical Office Assistant diploma, OR, two (2) years experience in a medical or health care facility as a clinic or administrative assistant with additional training and work in Epidemiologic Data collection.

Equivalent combinations of education and experience will be considered.

To be completed within the first 6 months of employment:

- Hand hygiene training
- Fire Safety Training
- WHMIS
- Medical terminology course
- HIA Information Privacy training
- Electronic Medical records Training

ADDITIONAL REQUIREMENTS

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