



## **IDENTIFICATION**

<b>Department</b>	<b>Position Title</b>	
Northwest Territories Health and Social Services Authority	Smoking Cessation Program Assistant	
<b>Position Number</b>	<b>Community</b>	<b>Division/Region</b>
48-New	Yellowknife	Primary Care / Yellowknife

## **PURPOSE OF THE POSITION**

The Smoking Cessation Program Assistant (SCPA) is a member of the Primary Care and Stanton Territorial Hospital Smoking Cessation teams. The incumbent is responsible for providing dedicated support to both teams, including the coordination and management of administrative duties. The incumbent will play a key role in compiling and coordinating data and quality indicators for these programs.

## **SCOPE**

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 Tłı̄ch̄o 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 Tłı̄ch̄o 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 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 NTHSSA.

Under the direction of the Minister of Health and Social Services, NTHSSA is established to move toward one integrated delivery system as part of the transformation strategy. NTHSSA administers all primary care, public health, home care and general physician services



throughout Yellowknife, Dettah and Ndilo, as well as all regional health and social services delivered in Fort Resolution and Łutselk'e. NTHSSA provides and supports the delivery of community-based health and social services to adults and children in order to enhance the health and well-being of communities through excellence, accountability and respect for regional diversity.

Building off the results and momentum of System Transformation, the strategic renewal effort has now begun a process of Primary Health Care Reform to shift the system and its care models towards a team and relationship-based approach that is driven through public participation, community feedback, and data, and built upon a foundation of trust and cultural safety. Using a community development approach, we are changing the way we work with people and communities, at every level of the health and social services system, to enable public participation in priority setting, planning, and design that integrates the social determinants of health.

This position is located in Yellowknife and reports to the Clinic Administrative Supervisor - ESDA and Scheduling (CAS) of Primary Care. The Smoking Cessation (SC) teams include coordinators at both Primary Care and Stanton Territorial Hospital. They are further supported by the managers of Yellowknife Primary Care and Stanton Critical Care Services, Primary Care practitioners and Respiratory Therapists.

The SCPA collaborates with the coordinators to ensure effective and efficient schedule coordination, verbal and written communication, information research/ transfer, and system coordination. The incumbent acts as a liaison with outside organizations to coordinate information and referrals according to the policies and procedures of the NTHSSA and acts to ensure that persons accessing the services receive optimal care. The incumbent will be required to assist with other activities such as scanning and linking documents to the Electronic Medical Records (EMR's) and is responsible for maintaining communication and assisting with meeting individuals' access needs in a fast-paced environment.

The SCPA 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, client and Smoking Cessation team requests.

In this interdisciplinary environment the SCPA must be organized and have excellent attention to detail, as well as have the ability to understand the referral process when booking client appointments in order to ensure that each client encounter occurs with the right provider at the right time.

The legacies of colonization and residential schools have impacted Indigenous health outcomes and the way health and social services are delivered and accessed. This position honours and promotes a culturally safe environment at all times and practices from a trauma informed care



perspective where interaction with clients and families is tactful, respectful and humble. This position requires the ability to handle several complex issues concurrently while maintaining attention to detail. The incumbent is expected to remain calm, controlled and professional, regardless of the situation, and demonstrate compassionate care that is free of racism and discrimination, to clients, families, community members, and other members of the health care team. The incumbent is required to be motivated and innovative in the area of continuing education and practice, such as engaging in self-reflection, to encourage the professional growth of self and others.

## **RESPONSIBILITIES**

### **1. Delivers administrative and clerical support to members of Smoking Cessation (SC) teams at both Primary Care and Stanton Territorial Hospital while maintaining exceptional customer service and cultural safety principles.**

- Provides client and family centered care and quality principles in the provision of services to clients and families.
- Verifies and modifies client demographic information within the Electronic Medical Record (EMR). Answers and direct telephone calls politely, respectfully, and professionally, and takes clear, concise messages, referring messages to the appropriate team member and/or program as needed.
- Assists clients in coordinating/completing forms as appropriate.
- Arranges for interpreters as required.
- Schedules and coordinates appointments, and follow-up appointments for clients with SC team members
- Coordinates and communicates schedule changes/appointments to both the client and members of the SC teams.
- Coordinates patient referrals between Primary Care and Stanton SC teams as appropriate.
- Develops and maintains successful working relationships with clients, their families, colleagues, and others.
- Contributes to a safe and respectful workplace.
- Relays messages between SC team members and clients in a timely and efficient manner.
- Manages incoming and outgoing mail, faxes, and outgoing client referrals to third-party follow-up services for the SC teams.
- Completes other tasks assigned as required to meet Smoking Cessation Program needs at either site.

### **2. Maintains current data and client information for statistical, informational, and educational purposes utilizing best practices and available electronic resources.**



- Organizes and coordinates data collection under the direction of the coordinators and managers.
  - Reviews completed client consult forms and extracts information from key data fields to manually enter into an identified data management program.
  - Ensures that client specific data for Primary Care and Stanton sites is meticulously managed for each unique site.
  - Provides reporting and statistics on quality outcomes, including but not limited to the reporting requirements for the Ottawa Heart Institute and the Office of Chief Public Health Officer. Ongoing maintenance of data management program for both SC teams
  - Appropriately manages incoming data provided by third party service provider, under the direction of coordinators and managers.
- 3. Provides record management services in accordance with GNWT archival and electronic record legislation, policy, and protocols including Access to Information and Protection of Privacy (ATIPP) and the Health Information Act (HIA).**
- Maintain and ensure all charts and files are kept current and accurate,
  - Files, scans, links and photocopies documents, records and files.
  - Administers requests for information from client files for review by SC team members (including but not limited to: retrieval of information to fill prescriptions and other).
  - Retrieves and prints clinical documents from the medical record (paper or electronic), to accompany referrals to 811 at the request of members of the TC team.
- 4. Contributes to a culture of patient safety and equitable care within the Northwest Territories Health and Social Services Authority.**
- Ensures positive patient identification through the use of dual patient identifiers.
  - Reduces the spread of infection through effective hand hygiene.
  - Uses effective and respectful communication at point of patient information transfer and discharge.
  - Effectively assesses patient risk through established Health Authority protocols.
  - Advocates for the dignity and respect of patients.
  - Promotes 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.
  - Safeguards 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.
- 5. Facilitates, support sand promotes a culture of teamwork.**
- Receives and shares information, opinions, concerns and feedback in a supportive manner.
  - Works collaboratively to build rapport and create supportive relationships with team members both within primary care and across the organization.



- Develops supportive rapport with individuals and their families to facilitate collaborative relationships with other integrated team members .
- Determines the most appropriate, effective and efficient mode of communication among interdisciplinary team members in accordance with identified policies and procedures.
- Contributes to a positive, strengths-based team environment and supports team colleagues.
- Collaborates proactively with all integrated and interdisciplinary team members utilizing a client centered approach to facilitate and maximize healthcare outcomes.
- Communicates effectively with other members of the health care team to provide continuity of care and promotes collaborative efforts directed toward quality patient care.

## **WORKING CONDITIONS**

### **Physical Demands**

No unusual demands.

### **Environmental Conditions**

As the first point of contact, there will be exposure to communicable diseases. In performing some of the duties there is also a risk of exposure to body fluids, human waste, and hazardous materials (sharps, toxic wastes, cleaning solutions).

Incumbent will need to manage change in physical working environment and location. The Incumbent will be primarily located within Primary Care but will be required to regularly visit, and at times physically work at, the Stanton Territorial Hospital site.

### **Sensory Demands**

No unusual demands.

### **Mental Demands**

The incumbent must be able to transition effortlessly into various situations as there is little control over work pace and many interruptions.

The incumbent may need to deal with challenging situations including demanding/irate clients who feel that they are entitled to faster and better service.

The incumbent must be able to manage the mental demands of supporting two unique, yet at times complementary, smoking cessation programs at two (2) different healthcare sites in Yellowknife: Primary Care Clinic and Stanton Territorial Hospital (in-patient and out-patient).



## **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 of the application and maintenance of quality, safety and infection control standards.
- Strong attention to detail when managing client data and data management programs.
- Skillful at prioritizing needs, problem solving and decision making in a clinical setting.
- Skillful at organization and being attentive to detail in order to administer the multitude of activities required to ensure clients are served in a respectful, confidential and timely manner.
- Skillful at interpersonal communication with people of diverse cultures and backgrounds, medical backgrounds, and other professional practitioners.
- Ability to work in an electronic environment, including, but not limited to Microsoft Office suite, Electronic Medical Records and other computer systems.
- Ability to perform computer-based tasks and utilize the electronic health record system, including accessing and reading charts/provider notes for basic information to respond to client's inquiries/requests; entering notes in records; and performing complex scanning and linking 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 defuse conflict when dealing with irate/upset clients in an effective and professional manner.
- Ability to prioritize and manage multiple responsibilities.
- Ability to comprehend and follow direction both in writing and verbally.
- Ability to 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 cultural, social, and political realities in the Northwest Territories.
- 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 and willing to engage in self-reflection to learn about personal biases and assumptions.
- Ability to orient new staff in the performance of duties and to ensure backup coverage by other clinic staff.
- 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:**

Completion of high school / secondary school diploma program (grade 12) and

- Completion of a Medical Office Assistant diploma program, OR,
- Having at least one (1) year experience in a medical or health care facility as a clinic/program assistant along with successful completion of a Medical Terminology course.

Equivalent combinations of education and experience will be considered.

**ADDITIONAL REQUIREMENTS**

Proof of immunization in keeping with current public health practices.

Within the Yellowknife Region, the SCPA must be able to acquire, within a reasonable time frame and remain current in, mandatory certifications specific to the role and working environment as outlined in their orientation. This includes, but is not limited to:

- Fire Safety Training
- WHMIS
- Nonviolent Crisis Intervention
- Privacy and Confidentiality training
- Infection, Prevention and Control (IPAC) training
- Training as required to meet Accreditation Canada standards.

**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