



## **IDENTIFICATION**

<b>Department</b>	<b>Position Title</b>	
Northwest Territories Health and Social Services	Resident Care Coordinator	
<b>Position Number</b>	<b>Community</b>	<b>Division/Region</b>
48-17595	Yellowknife	Long Term Care/Extended Care/Yellowknife Region

## **PURPOSE OF THE POSITION**

The Resident Care Coordinator (RCC) is responsible for managing all health care functions for Long Term Care and Extended Care in the Yellowknife Region after regular business hours. The RCC is a member of the resident care team who uses the nursing process (assessment, planning, implementation, and evaluation), in accordance with established standards of nursing practice and the philosophy and objectives of the Northwest Territories Health and Social Services Authority to ensure that the residents' physical, emotional, psychosocial, spiritual, cultural, and educational needs are met.

## **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 (HSS) 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 HSS 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), and Hay River Health and Social Services Agency (HRHSSA) operate under separate boards, 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.



Located in Yellowknife, the Resident Care Coordinator (RCC) reports to the Regional Manager, Long Term Care and Extended Care (Manager), and provides leadership in the operations of Long Term Care and Extended Care (LTC/EC) by performing risk management activities and assuming responsibility for the health care building, the occupants, and the working employees outside of normal hours of operation.

The incumbent monitors the delivery of patient care throughout all LTC houses and the EC house. Residents range from stable to critically ill, experiencing medical disorders or disease states where the outcomes can be either predictable or unpredictable. As a representative of management, this position coordinates and directs all activities and responds to internal incidents or crises and inquiries. The RCC is required to provide, facilitate, and direct the implementation of specialized nursing functions, and transfer of laboratory, medical and other functions/duties in the presence or absence of a physician. As the health care facility is not a hospital, there will be times when the RCC is required to provide temporary interventions for medical/surgical emergencies outside of standard practice in the organization while awaiting the arrival of emergency personnel.

The RCC is a seasoned Registered Nurse with leadership skills, who models and promotes excellence through the hands-on delivery of nursing care to residents (when required) or by providing seasoned advice and/or recommendations to Licensed Practical Nurses (LPNs) and/or Registered Nurses (RNs) when faced with difficult or unusual situations. As a mentor, researcher and consultant in nursing care, the incumbent helps guide nurses from task orientation to more empowered analytical thinking and care giving approaches. These provisions have a direct impact on the quality of services delivered to residents and their families, and on the cost of the services provided. The incumbent ensures that the staffing levels meet residents' acuity needs. The RCC will also provide break coverage for front-line LPNs and RNs as required by the LTC/EC house staff.

Based on resident census and acuity throughout LTC/EC the incumbent may be required to provide standardized nursing care to any and/or all of the LTC/EC houses within the scope of an RNs practice. In all situations, the RCC will be required to remain calm, controlled, and professional and demonstrate compassionate care to the resident, family, and other members of the health care team.

This position works collaboratively with internal and external stakeholders in developing, implementing, and maintaining the highest standard of resident care and services in accordance with NTHSSA Mission, Vision, and Values.

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



This position works rotational shifts on a rotating basis to provide role coverage 24/7. The incumbent is required to carry a cellphone that is called frequently as staff on duty require assistance or guidance.

## **RESPONSIBILITIES**

### **1. Act as an agent of the Chief Operating Officer (COO), and assume responsibility for the health care building, the occupants and working employees. In this role the incumbent acts as a risk manager.**

- Coordinate and direct all activities in the event of an internal incident such as a fire, power failure, and loss of telephone or other communication and notify the Chief Operating Officer (COO) or designate as required.
- Respond to all internal crises/disasters under the direction of the COO.
- Maintain working knowledge of required legislation such as the *Health Information Act*, *Mental Health Act*, *Coroner's Act*, and the Bill of Rights.
- Oversee the recall of operations and/or additional staff as required.
- Oversee the notification of the RCMP or emergency medical services (EMS) as required.
- Refer all issues of a sensitive nature to the COO.
- Collaborate with the RCMP, Coroner, staff, physicians, family members and funeral home personnel when dealing with a Coroner's case.
- Provide feedback to employees regarding performance and communicate issues of concern and/or commendation to the appropriate manager.
- Deal with union related issues if they are of an urgent nature.
- Document high-risk incidents (such as staff injuries, unusual incidents) according to established protocols and notify the appropriate contact.

### **2. Provide leadership and guidance to all staff to facilitate the provision of quality care and the smooth operation of the facility.**

- Provide technical, nursing, and other knowledge to guide the provision of care as required.
- Act as a resource in seeking/guiding others to acquire the necessary resources for staff to complete their work and meet the established standards.
- Oversee staff members to complete all necessary steps and paperwork to coordinate transfers of residents who require emergency medical care and/or further investigation and/or treatment.
- Coordinate the activities of critical situations, such as medical emergencies.
- Nurture and encourage staff as they develop knowledge and skill in their respective area or are dealing with stressful or unusual situations.
- Oversee the placement of resident admissions and distribution of staff within the facility based on census and acuity and the staff mix in individual houses in accordance with Territorial Admissions Committee (TAC) criteria.



- Maintain knowledge on TAC processes for admission to LTC/EC and ensure they are being followed for each admission.
  - Maintain knowledge of the LTC Standards as set out by the Department of Health and Social Services (DHSS) and ensure they are being followed in the delivery of care.
- 3. Model excellence and monitor the quality of and provide direct care to residents within any House for Level 3, 4, and 5 residents using a problem-solving approach; and in accordance with the standards, guidelines and scope of professional nursing practice to facilitate individualized nursing care to residents.**
- Support the LTC/EC manager to ensure engagement in program-based quality improvement initiatives and ensure implementation and follow-up to ensure success of these projects and provide feedback to the Managers on progress, compliances, success, or non-success during non-regular business hours.
  - Assess, plan, implement, document, and evaluate care to ensure a coordinated, holistic approach which best meets the needs of the resident that is consistent with the Supportive Pathways model of care.
  - Assist residents to achieve their optimum level of health in situations of normal health, illness, injury, or through the process of dying.
  - Advocate for the dignity and self-respect of residents.
  - Promote the autonomy of residents and help them to express their health needs and values to obtain appropriate information and services.
  - Safeguard the trust of residents and families that information learned in the context of a professional relationship is shared outside the health care team only with the resident's permission or as legally required.
  - Apply and promote principles of equity and fairness to assist residents in receiving unbiased treatment and a share of health services and resources proportionate to their needs.
  - Act in a manner consistent with their professional code of ethics, responsibilities, and standards of practice.
- 4. Advocate practice environments that have the organization and resource allocations necessary for safe, competent, and ethical nursing care.**
- Provide coaching and leadership to peers, students, and other members of the health care team to develop skill levels necessary to achieve the standard of care.
  - In supporting the role of the Clinical Coordinator (CC) and Manager, the RCC is responsible to maintain and support a clinical learning and educational environment that is conducive to nurse professional development and critical thinking capacities.
  - Collaborate with nurses, personal support workers (PSWs), peers and other members of the health care team to advocate health care environments that are conducive to ethical practice and to the health and well-being of residents and staff.



- Participate on committees, task forces, and research projects as related to Yellowknife Region LTC/EC.
- Ensures LTC/EC staff are providing care in alignment with the DHSS LTC standards and the Supportive Pathways model of care.

**5. Support the direct patient care providers in facilitating, implementing, and modifying resident and family educational/teaching based on the needs of the resident.**

- Use a holistic approach to facilitate individual learning of residents and their families upon admission and/or transfer or discharge in relation to the resident illness or injury (e.g., self-care, health promotion, etc.).
- Assess the resident for physical and psychological needs, their knowledge of their health, disease process and learning needs.
- Research, develop, revise and evaluate on an ongoing basis, educational resources necessary to support residents and their families.
- Coordinate with LTC/EC staff for the admission and transfer or discharge of residents. This includes explaining and ensuring that the resident understands the admission or discharge plan (established by the Health Care Team for the resident's care and treatment).
- Ensure staff follow any personal directives and/or Goals of Care of residents prior to any medical interventions or transfer to acute care services.

**WORKING CONDITIONS**

**Physical Demands**

No unusual demands.

**Environmental Conditions**

The incumbent may be exposed to communicable diseases, blood and body fluids, human waste, and hazardous materials (sharps, toxic cleaning, and sterilizing solutions).

**Sensory Demands**

The incumbent will be required to use the combined senses of touch, sight, smell and hearing during on-going assessment, continuous observation of residents and staff within the health facility, and while auditing the delivery of nursing and non-nursing services.

**Mental Demands**

The RCC monitors the delivery of resident care throughout the entire facility and provides seasoned advice and/or recommendations to RNs, LPNs, and PSWs when faced with difficult or unusual situations. Residents range from stable to critically ill, experiencing medical disorders or disease states where the outcomes can be either predictable or unpredictable.



As such, the work environment may suddenly change, and the incumbent will be required to respond without warning to urgent or emergent situations which may include emotionally intense and/or upsetting experiences. The RCC may be faced with making difficult decisions and/or decisions that may not be well received by front line staff, and will routinely need to decide when to call/inform senior management for decision making or to inform them of the situation. The incumbent will have occasional exposure to death and dying and cultural practices that surround death and dying.

The RCC is required to provide, facilitate, and direct the implementation of specialized nursing functions, and transfer of laboratory, medical and other functions/duties in the presence or absence of a physician.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

- Knowledge and ability to apply the nursing process (assessment, planning, implementation and evaluation) and current nursing practice to ensure that the residents' physical, emotional, psychosocial, spiritual, cultural and educational needs are met.
- Knowledge base of Supportive Pathways model of care and service delivery and the ability to evaluate the performance of both the services and the staff providing them.
- Ability to acquire knowledge of NTHSSA policies and standard operating procedures and to provide guidance on same to others.
- Ability to work with staff to maintain a creative and supportive work environment where people are willing to work together for the benefit of the residents.
- Negotiation/mediation skills, as well as the ability to acquire relevant knowledge of labor relations principles in a unionized environment.
- Computer skills and the ability to send and receive electronic mail, utilize word processing (training materials and presentations) and scheduler, and conduct research over the internet.
- Skilled in the provision of education, skill training, advice and assessment using specialized equipment, medications, tools, and techniques (including but not limited to multi-lead cardiac monitoring, ventilator, emergency drugs, defibrillator, hemodynamic monitors, pacemakers, etc.).
- Ability to educate residents and their families (where applicable) on appropriate self-care methods and techniques.
- Knowledge of advanced biological, physical, and behavioral sciences in order to recognize, interpret and prioritize findings and determine and implement a plan of action based on accepted standards of practice.
- Knowledge of and an ability to network resources within and outside the facility (e.g., Social Services, Public Health, EMS, etc.) in order to ensure support of residents and their families.
- Ability to operate and/or use standard medical equipment (such as but not limited to ECG, peripheral IV pumps and lines, thermometers, NG tubes, sphygmomanometer, blood glucose monitors, stretchers, suction tubes, sharps, pulse oximeter, etc.)



- Knowledge of LTC Standards, guidelines, and legislation and an ability to ensure care is provided in accordance with them.
- 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:**

A Bachelor of Science in Nursing (BScN) and five (5) years of relevant experience including one (1) year in a Long-Term Care, or Extended Care setting.

Must be eligible for registration with the Registered Nurses' Association of the Northwest Territories / Nunavut (RNANT/NU).

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**

- 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