



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Clinical Program Assistant, Substance Use Medicine	
Position Number	Community	Division/Region
48-17630	Yellowknife	Health Services /Clinical Integration /HQ

## PURPOSE OF THE POSITION

The Clinical Program Assistant, Substance Use Medicine (CPASU), is a member of the Substance Use Medicine (SUM) Team. The incumbent is responsible for providing dedicated support to the team with coordination and management of administrative duties, supporting the Territorial Alcohol Withdrawal Access Program (AWAP), and Territorial Opioid Recovery program. The incumbent will play a key role in compiling and coordinating Quality Indicators for these programs from across the Territory

## 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 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.

While the Tłı̨chǫ 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.



The NTHSSA is responsible for the effective delivery of territorial substance use medicine services across NTHSSA Regions. 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.

Based in Yellowknife, the Clinical Program Assistant, Substance Use Medicine (CPASU) reports to the Territorial Manager, Mental Health and Substance Use Nursing, and works closely with the Territorial Health Services Director, other Territorial Managers, Territorial Leads/Specialists, Community Mental Health Nurses and the Substance Use Medicine team to provide administrative and coordination support. Key responsibilities include gathering quality indicators, managing mandatory audits, performs EMR data management tasks, supporting Health Care Insurance and Extended Benefits coverage applications and assisting with accreditation evaluations. The (CPASU) also serves as a liaison with external organizations and patients to coordinate information and data collection in accordance with NTHSSA policies and procedures.

The SUM team is composed of interdisciplinary health care workers who provide comprehensive mental health and substance use services, including client assessments, coordinated care planning, case management for high-needs individuals, and client follow-up.

The (CPASU) supports this team through effective schedule coordination, documentation, communication, and system navigation. The role includes coordinating referrals, ensuring continuity of care, managing electronic medical record (EMR) tasks such as scanning and linking documents, and helping clients access timely services in a fast-paced environment.

While guided by established procedures, the (CPASU) must exercise independent judgment in managing competing priorities, including triaging phone calls and responding to team and client requests. The role requires strong organizational skills, attention to detail, and an understanding of the interdisciplinary team structure including Physicians, Mental Health Nurse Practitioners, Substance Use Nurse Specialists, Opioid Nurse Specialists, and Community Mental Health Nurses, to ensure clients are scheduled appropriately and receive the right care 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 honors and always promotes a culturally safe environment 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 care team.



The incumbent is required to be motivated and innovative in 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 the Substance Use Medicine Team, the core reception team, service users, and other members of the Mental Health Team while maintaining exceptional customer service and cultural safety principles**
  - Provides client- and family-centered care in alignment with quality service principles.
  - Develops and maintains effective working relationships with clients, families, colleagues, and interdisciplinary team members.
  - Verifies and updates client demographic information in the Electronic Medical Record (EMR).
  - Performs EMR data management tasks, including adding clients to patient lists, assigning categories, maintaining and monitoring waitlists, and extracting relevant data for reporting and evaluation.
  - Maintains the EMR program manual, ensuring all procedures and system updates are accurately documented and reflect current practices.
  - Answers and directs telephone calls professionally; takes clear messages and refers them appropriately.
  - Assists clients in completing required forms and arranges for interpreters as needed.
  - Schedules, coordinates, and communicates client appointments, procedures, and follow-ups with integrated care team members.
  - Coordinates rounds, meetings, and working groups for Territorial Managers; ensures follow-up on minutes and action items.
  - Provides administrative support for lab work, program intakes and discharges, Telehealth appointment setup, and mental health referrals.
  - Manages and uploads program content to OurNTHSSA HUBs (e.g., Alcohol Withdrawal Management and Opioid Program).
  - Supports accreditation readiness by tracking compliance, preparing documentation, and aligning materials with Accreditation Canada standards.
  - Facilitates communication between the Alcohol Withdrawal Access Program, Stanton Medical Detox Services, and Outpatient Withdrawal Management.
  - Manages incoming/outgoing mail and faxes; coordinates booking of specialist appointments and diagnostic tests in and out of Yellowknife.
  - Coordinates medical travel within and outside the territory as required.
  - Assists clients in accessing the appropriate care provider and facilitates smooth client flow within the clinic.
  - Maintains cleanliness and organization of waiting and examination rooms.
  - Orders and maintains inventory of office supplies.



- Prepares correspondence, forms, newsletters, minutes, pamphlets, and health promotion materials using various software tools.
- Conducts data entry into program directories and client information systems.
- Recommends improvements to office procedures and updates manuals and SOPs as directed by the Office Supervisor.
- Demonstrates understanding of the Hub and Spoke model, interdisciplinary collaboration, open access, continuity of care, and case management.
- Contributes to a safe, respectful, and inclusive workplace environment.

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

- Provides 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 statistics from the Alcohol Withdrawal Access program, Opioid Recovery Program, Mental Health and Community wellness services across NTHSSA, Community Partners, and Indigenous organizations as required
- Organizes and coordinates data collection under the direction of the Territorial Manager of Mental Health and Substance Use Nursing and the SUM team.
- Assist with the evaluation projects and programs with the Territorial Managers and specialists to support in maintaining quality initiatives, ie, Patient and Family feedback
- Reporting on Quality Indicators (QI) and working with the tools available through QI frameworks.

**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).**

- Maintains and ensures all charts and files are kept current and accurate, e.g., results of tests, visits to other areas, other medical reports received from various agencies in and outside of the NWT.
- Files, scans, links and photocopies documents, records, and files.
- Administers requests for information from client files for review by integrated care team members (including but not limited to retrieval of information to fill prescriptions and request for information from external sources).
- Retrieves and prints clinical documents from the medical record (paper or electronic), to accompany referrals or external requests for information (e.g., insurance information requests, WSCC), at the request of the patient or Substance Use Medicine (SUM) team member, Opioid Recovery program and in keeping with release of information policies.

**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. Workplace Health and Safety: employees of the Authority are committed to creating and maintaining a safe and respectful workplace for employees and patients/clients. Building a safe and respectful workplace is everyone's responsibility.**

- All employees and contractors have a professional and personal responsibility to perform their duties to health and safety regulations, standards, practices and procedures.
- All stakeholders (management, staff, UNW, and Worker's Safety and Compensation Commission (WSCC)) need to ensure our Workplace Health and Safety Committee works effectively, with a shared purpose of continuous quality improvement in health and safety.
- All Managers and Supervisors play an active role in workplace health and safety through their daily management: identifying prevention opportunities, ensuring staff are trained in Risk Monitor Pro, investigating potential risk and accidents, and applying timely corrective measures
- A healthy workplace, where employees can prove quality service under safe conditions, is the right thing to do and makes good business sense.

## **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).



### **Sensory Demands**

No unusual demands.

### **Mental Demands**

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 patient's circle of care.

The incumbent in this position is confronted daily with individuals who, because of their struggle with mental health, addiction and/or social issues are incoherent, distraught and/or agitated with the potential for violence.

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

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

- Knowledge of standard office administration procedures and best practices.
- Knowledge of medical records management and the ability to learn and operate electronic medical record (EMR) systems.
- Knowledge of quality assurance, safety, and infection control standards in clinical settings.
- Prioritization, problem-solving, and decision-making skills.
- Organizational skills and attention to detail to manage multiple tasks while ensuring respectful, timely, and confidential client service.
- Interpersonal skills for communicating with clients, families, and professionals from diverse cultural and medical backgrounds.
- Proficiency in electronic systems, including Microsoft Office, EMRs, and other healthcare-related software.
- Ability to complete computer-based tasks such as reviewing provider notes, entering documentation, and accurately scanning/linking documents in health records.
- Follow-through and accountability in work-related commitments.
- Ability to track and monitor various actions, correspondence, and workflow using effective systems.
- Skills in de-escalating conflict and managing interactions with distressed or upset clients professionally.
- Capacity to manage multiple priorities in a dynamic and fast-paced environment.
- Ability to understand and follow written and verbal instructions with accuracy.
- Time-management skills to support timely client access to care.
- Ability to work independently with minimal supervision.
- Awareness of the cultural, social, and political context of the Northwest Territories.



- Willingness to learn and acknowledge the impacts of colonization and residential schools on Indigenous health and service delivery.
- Ability to support the orientation of new staff and ensure backup coverage as needed.
- Commitment to fostering a respectful, inclusive, culturally safe, and trauma-informed workplace.
- 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.

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