



## IDENTIFICATION

| Department                                                 | Position Title                         |                            |
|------------------------------------------------------------|----------------------------------------|----------------------------|
| Northwest Territories Health and Social Services Authority | Licensed Practical Nurse, Primary Care |                            |
| Position Number                                            | Community                              | Division/Region            |
| 48-17705                                                   | Yellowknife                            | Primary Care / Yellowknife |

## PURPOSE OF THE POSITION

The Licensed Practical Nurse (LPN), Primary Care is responsible for providing multifaceted nursing care to clients of the Yellowknife Primary Care Clinic(s) in accordance with established standards of nursing practice and the philosophy and objectives of the Northwest Territories Health and Social Services Authority (NTHSSA) to ensure residents have access to timely, professional and sustainable health services required to maintain optimal health.

## 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 Tłıchʼo 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 Tłıchʼo 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 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 in order 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 system have 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.

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. The LPN, Primary Care, has particular responsibility for developing trusting, caring relationships with clients while actively contributing to ongoing design and renewal activities.

Located in Yellowknife, the Licensed Practical Nurse, Primary Care will report to the Nurse in Charge (NIC) for operational requirements. The incumbent provides a wide range of primary health care services within the LPN scope of practice, in collaboration with other members of the primary care team, to promote the health and wellness of clients.

The LPN, Primary Care is accountable for reviewing and prioritizing patient needs, acting as a resource to practitioners, conducting timely and efficient patient assessments to ensure effective use of resources, and providing direct nursing interventions within scope and role. The position provides functional direction in the day-to-day operations of the primary care clinic, assists with inventory management, policy and procedure review, records management (including but not limited to relaying of client information via fax and/or other), and appropriate documentation.

The LPN, Primary Care is a member of an integrated health care team and provides direct nursing care to patients both before and after procedures being performed in the Primary Care Clinic, acts as a patient advocate, facilitates communication between the patient, family, practitioners, and other health care professionals aiming to achieve a holistic approach to planning, organizing, teaching and relationship development. The LPN, Primary Care will



participate in and assist practitioners with minor medical procedures within the clinic (e.g. biopsies, vasectomies, excisions) and perform procedures including but not limited to suture removal, cryotherapy, dressing changes, eye washing, ear syringing, allergy injections, electrocardiograms, and visual acuity assessment. The incumbent works collaboratively with

Public Health, Homecare, and other members of the integrated health care team when required.

The duties of the position are carried out in accordance with the scope of the LPN practice, the policies and procedures of the Northwest Territories Health and Social Services Authority, and Accreditation Canada Standards and Required Operational Practices.

The legacies of colonization and residential schools have impacted Indigenous health outcomes and the way health and social services are delivered and accessed. The incumbent is required to honour and promote a culturally safe environment at all times. Practicing from a trauma informed care perspective is expected and the position requires that 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.

The LPN, Primary Care may be required to work additional and flexible hours including days, evenings, and Saturdays for part or all of a 7.5-hour shift.

## **RESPONSIBILITIES**

### **1. Under the direction of the Regional Manager, Primary Care and/or Nurse in Charge, and in accordance with nursing practices, the LPN, Primary Care will provide nursing support to the practitioners in the clinic.**

- Assess, plan, implement, document and evaluate care to ensure a coordinated holistic approach which best meets the needs of the patient.
- Complete follow-up requests from patients, practitioners, supervisors, and other staff, as well as outside agencies, in a timely manner.
- Assist with organizing Telehealth appointments for patients and attend as required.
- May provide direction to clinic program assistants as directed, including but not limited to arranging for medical travel or for services outside of the client's home community.



- Communicate with practitioners and other health professionals to ensure time sensitive health information is addressed/managed in a timely and effective manner.
- Chaperone patients if requested by either the patient or practitioner and assist during examinations if requested/required.
- Identify and assist with response to emergencies including initiating first aid and CPR procedures.

**2. Provide direct nursing care, including before and after procedures being performed in the clinic.**

- Take vital signs and conducts other assessments such as pulse oximetry, blood glucose, height, weight, visual acuity, waist circumference, and other vitals as required.
- Provide specialized health services within the LPN scope of practice for which training has been provided (e.g. Holter monitor application and removal, employer hearing testing, etc.).
- Maintain independent nursing specific appointments and procedures such as, but not limited to: suture removal, follow-up dressing changes, injections, cerumen management, cryotherapy, mixing and administering medications, performing allergy injections, and application of splints, slings and tensor bandages.
- Provide a wide variety of additional services, treatments, and procedures, including but not limited to performing physical assessments and vital signs, biometrics, testing visual acuity, performing electrocardiograms, assisting with minor surgical procedures, monitoring anticoagulation, and preparing equipment.
- Perform point of care laboratory testing (e.g. urine pregnancy testing) following the completion of training and competency requirements and communicate interpreted results to the patient/client.
- Process, package, and forward specimens for laboratory testing when needed.
- Stock, maintain and keep tidy all exam and treatment rooms.
- Clean exam rooms and equipment between clients in accordance with the NWT Infection Prevention and Control Manual on an as and when needed basis.
- Ensure patients receive instructions on preparation for special procedures such as day surgery, ultrasounds, other diagnostic procedures, pre-phlebotomy and pre-op teaching.
- Act in a manner consistent with their professional code of ethics, responsibilities and standards of practice.

**3. Facilitate, implement and modify patient and family educational/teaching based on the needs of the patient in conjunction with members of the Integrated Care Team.**

- Use a holistic approach, honoring Indigenous knowledge, wisdom and diversity, to promote client centered learning to individuals and their families to promote wellness, decrease suffering and prevent injury (e.g. self-care, health promotion, etc.).



- Identify and assess the individual's physical, emotional, psychosocial, sexual and spiritual needs and provide supportive care, educational interventions, and referrals in a collaborative multidisciplinary approach to care.
  - Facilitate individual learning in relation to patient illness or injury.
  - Through the use of shared decision-making discussions, facilitate the empowerment of the patient/family in making informed health care decisions.
  - Research, develop, revise and evaluate on an ongoing basis, educational resources necessary to support patients (procedure preparation, pre-natal teaching, contraceptive counseling, allergy injections, etc.). Participate in program development for specialty program education and teaching.
- 4. Perform administrative functions that contribute to the management of the Primary Care clinic in accordance with Health Authority Policies, Procedures and Standards, Territorial Guidelines, Accreditation Canada Standards and ROP's and Scope of Professional Nursing Practice.**
- Provide coaching and leadership to peers, students and other members of the health care team to develop skill levels necessary to promote wellness, decrease suffering and prevent injury.
  - Maintain confidentiality of all written and verbal communications regarding patients, staff, and the organization.
  - Maintain clinic supplies according to approved purchasing procedures to meet the need of the program area.
  - Perform all activities with respect to current Health Authority policies and procedures.
- 5. Advocate for practice environments that have the organizational and human support systems, and the resource allocations necessary for safe, competent and ethical nursing care.**
- Collaborate with nursing colleagues and other members of the health team to advocate health care environments that are conducive to ethical practice, cultural safety, and to the health and well-being and experiences of patients and others in the setting.
  - Participate in committees, task forces, and research projects as directed.
  - Orientate and train new employees to primary care, services, procedures and mandate when required.
- 6. Contribute to a culture of patient safety and equitable care within the Northwest Territories Health and Social Services Authority.**
- Ensure positive patient identification through the use of dual patient identifiers.
  - Reduce the spread of infection through effective hand hygiene.
  - Effective and respectful communication at point of patient information transfer and discharge.
  - Effective assessment of patient risk through established Health Authority protocols.



- Advocate for the dignity and respect of patients.
- Promote the autonomy and rights of patients and help 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.
- Apply and promote principles of equity, including providing care in a culturally safe manner, to ensure patients receive unbiased treatment and a share of health services and resources proportionate to their needs.

**7. The LPN-Primary Care is expected to 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.
- Make frequent decisions about 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 positive, strengths-based team environment and supports 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 members of the health care team to provide continuity of care and promote collaborative efforts directed toward quality patient care.

**WORKING CONDITIONS**

**Physical Demands**

The incumbent is required to be very mobile. When performing patient assessment and nursing interventions, the incumbent will be required to bend and stand in awkward positions, lift equipment, assist patients to get in or out of wheelchairs and/ or lift up to 50 lbs. The incumbent must be able to stand and walk for long periods of time, often the majority of a 7.5 hour shift. (Daily; Varies Mid-Moderate)



### **Environmental Conditions**

Exposure to potential communicable diseases, body fluids, human waste, hazardous materials (e.g. sharps, toxic wastes, cleaning solutions). (Daily; Varies 4-7 hours)

### **Sensory Demands**

The incumbent will be required to use the combined senses of touch, sight, smell and hearing during assessments and continuous observation of patients within the clinic. (Daily; Varies Mid-Moderate)

### **Mental Demands**

The incumbent is exposed to dying and other emotionally disturbing experiences.

Within the health profession there frequent interruptions with significant lack of control over the work pace. There is legitimate concern about being responsible for the lives of patients and their families, risk of assault as well as unknown and unpredictable situations.

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

- Knowledge of and an ability to apply the nursing processes (assessment, planning, implementation and evaluation) within the LPN scope of practice.
- Knowledge of and an ability to network resources within and outside the NTHSSA in order to ensure support of patients and their families.
- Knowledge of the importance of confidentiality and ability to keep personal and medical information private and confidential at all times.
- Ability to work in an integrated, interdisciplinary primary health care setting.
- Ability to provide training, advice and assessment using specialized equipment, medications, tools, and techniques.
- Ability to work in an electronic environment, including but not limited to Microsoft Office suite, Electronic Medical Records and other computer systems as needed.
- Ability to recognize the impacts of colonization and residential schools on Indigenous health outcomes and the way health and social services are delivered.
- Ability and willingness to engage in self-reflection to learn about personal biases and assumptions.
- Ability to operate and/or use standard medical equipment (such as but not limited to: otoscopes, thermometers, sphygmomanometer, blood glucose monitors, etc.).
- Ability to effectively operate non-medical equipment used during
- 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 Licensed Practical Nursing Program, including Medication Administration and participation in continuing education as it pertains to the profession.  
Experience working in an interdisciplinary model; two (2) years of experience in areas such as acute care/hospital setting, public health, and medical office/family practice is an asset.

Equivalent combinations of education and experience will be considered.

**ADDITIONAL REQUIREMENTS**

Eligible for registration with the Government of the Northwest Territories Department of Health and Social Services.

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

- Basic Life Support
- Basic wound and dressing training
- Hand hygiene training
- Fire Safety Training
- WHMIS
- Point of Care Testing Certifications
- Nonviolent crisis intervention training
- Training as required by Accreditation Canada

**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