



## **IDENTIFICATION**

<b>Department</b>	<b>Position Title</b>	
Northwest Territories Health and Social Services Authority	Receptionist	
<b>Position Number</b>	<b>Community</b>	<b>Division/Region</b>
48-17744	Yellowknife	Primary Care / Yellowknife

## **PURPOSE OF THE POSITION**

This Receptionist position is located at the Liwegoati Building, to support and facilitate client and visitor flow for programs within the building, including Primary Care, Rehabilitation Services and Long-Term Care. This position is responsible for reception, clinic support, and clerical support to the Primary Health Care Clinic.

## **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. 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, Primary Care. The Primary Care Clinics include a number of interdisciplinary health care practitioners providing comprehensive patient assessment. The incumbents are required to use principles of client care and person advocacy to greet and help clients visiting the facility. They would be responsible for maintaining communication and assisting with meeting individuals' access needs in a fast-paced environment.

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 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.

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

## **RESPONSIBILITIES**

### **1. Functions as the Receptionist for the programs operating within the Liwegoati Building**

- Assists patients and visitors by providing them with information and directions.
- Ensures patient needs are looked after by answering questions or concerns.



- Checks patients in for their appointments in Primary Care clinic and or Rehabilitation as required
  - Ensures that patient confidentiality is maintained.
- 2. Delivers administrative and clerical support to members of the core primary care team, the core reception team, clients and other members of the integrated primary care team 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 integrated team member and/or program as needed.
  - Assists clients in coordinating/completing forms 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 integrated care team members and clients in a timely and efficient manner.
  - Manages incoming and outgoing mail for the clinic and/or integrated care teams.
  - Prints lab requisitions for clients presenting to clinic.
  - Prints up to 10 pages of a client's health record when presented with a completed Release of Health Information form.
  - Participate in the distribution of surveys and/or program information upon check in
  - Processes client payments for forms and other services as required
  - Files, scans, links and photocopies of documents, records and files.
  - Directs client flow through the clinic.
  - Keeps waiting rooms organized.
- 3. 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.

#### **4. Facilitates, supports and 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.
- Coordinates and participates 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.
- 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 waste, cleaning solutions).

#### **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.



As the first point of contact, the incumbent will routinely be dealing with challenging situations including demanding/irate clients who feel that they are entitled to faster and better service, either in the clinic or as a client referred to a southern facility.

### **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.
- 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.
- Able to work in an electronic environment, including, but not limited to Microsoft Office suite, Electronic Medical Records and other computer systems.
- Able to follow through on commitments relating to work activities and personal actions.
- Able to develop and monitor a system for tracking the status of various actions and correspondence.
- Able to defuse conflict when dealing with irate/upset clients in an effective and professional manner.
- Able to prioritize and manage multiple responsibilities.
- Able to comprehend and follow direction both in writing and verbally.
- Able to apply organizational and time management skills to facilitate the multitude of activities which ensure patients are seen in a timely manner.
- Able to work with minimal supervision and be self-directed.
- Able to understand and recognize the cultural, social, and political realities in the Northwest Territories.
- Able 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.
- Able and willing to engage in self-reflection to learn about personal biases and assumptions.
- Able to orient new staff in the performance of duties and to ensure backup coverage by other clinic staff.
- Able 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)

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, all receptionist 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 or equivalent
- 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