



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Regional Coordinator, Primary Care	
Position Number	Community	Division/Region
48-2374	Inuvik	Primary Care/Beaufort Delta

PURPOSE OF THE POSITION

The Primary Care Regional Coordinator provides leadership in the Inuvik Regional Hospital's General Clinic and Special Clinic in order to ensure smooth operations and to support management, practitioners and other clinic staff in delivering comprehensive primary care services to clients.

SCOPE

(Outline the overall accountability of the position and impact on the environment in which it operates. This includes information such as contacts, the level of authority it has within its' departmental structure (over work, staff and resources as applicable) and the constraints (legislation, acts, regulations) that the position works within. Also include the community the position is located in and its reporting relationships.)

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 Tlicho regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-aboriginals. Health and social services including general services, protection services, care placements, mental health, addictions, and development activities, delivered by more than 1,400 health and social services staff.

While the Tlicho Community Services Agency (TCSA) will operate under a separate board and Hay River Health and Social Services Agency (HRHSSA) will in the interim, 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 the NTHSSA.

Under the direction of the Minister of Health and Social Services, the NTHSSA is established to move toward one integrated delivery system as part of the government's transformation strategy.

The NTHSSA-Beaufort Delta Region (BDR) provides and supports the delivery of health care and social services to adults and children on an inpatient, outpatient, and outreach basis in order to enhance healthy community well-being through excellence, accountability, and respect for regional diversity. The NTHSSA-BDR directly and contractually employs over 300 staff in the BDR who deliver these services in eight communities through the Inuvik Regional Hospital, seven community health services, and seventeen other sites including social services and dental therapy offices, public health clinics and various group homes. There are approximately 7500 residents in the BDR in an average year.

Located in the Inuvik Regional Hospital and reporting to the Regional Manager of Primary Care, the Regional Coordinator of Primary Care is the primary point of contact and support to the remote Telehealth sites in the BDR as well as responsible for the daily operations of the Telehealth network at the NTHSSA – BDR. This includes the operations of the Telehealth sites in the region and interaction with territorial and national sites. This is a client-focused position that provides services to patients, healthcare professionals (including nurses and physicians), social services professionals, and administrative staff and support personnel. Use of Telehealth has a direct impact on improving patient care and efficiency in a system with high demand and limited resources.

The incumbent ensures the Primary Care Clinic, which houses the General Clinic and Special Clinic, are functioning effectively and efficiently. These responsibilities include providing leadership to the Medical Clinic Assistants and working collaboratively with the Licensed Practical Nurses (LPN), Nurse Practitioners (NP), Community Health Nurses (CHN), General Practitioners and visiting physician specialists. As a team leader, the incumbent is responsible for the day-to-day administrative functions for the clinic and has a direct impact in ensuring healthcare services are provided in a seamless and timely manner. This position works independently in handling a variety of administrative scenarios within organizational policies and procedures and with general guidance from the Regional Manager of Primary Care.

RESPONSIBILITIES

1. Coordinates, prioritizes, organizes, supervises, and/or delegates administrative support duties for assigned program areas in order to facilitate programs and services.

- Ensure the safe, respectful, and efficient operation of the clinic. Modelling and mentoring clinic staff on client-centered approach to care.



- Provides input on resource allocations, including fiscal and operational resources.
 - Assists in maintaining new clinic EMR lab results, new referrals, new consultation reports and EMR messaging and distributes and/or manages accordingly.
 - Ensures stock of clinic supplies (medical and non-medical) is adequate and arranges for the ordering of supplies as required.
 - Supports the manager in managing clinic resources and service delivery by assisting in recruiting casual staff and summer students, and calling in relief staff when clinic is short staffed.
 - Supports the manager in providing site orientations, training and coaching to Medical Clinic Assistants, Community Health Nurses, and locum Physicians to ensure proficiency.
 - Assigns and monitors daily duties to the Medical Clinic Assistants and provides direction to complete tasks when required.
- 2. Identifies and maintains staff training and learning opportunities to improve clinic efficiency and client experience.**
- Required to be motivated and innovative in the area of continuing education and practice to encourage the professional growth of self and others.
 - Identify process improvement opportunities, engage staff in process improvement initiatives, implement approved changes, monitor outcomes, and engage staff in making necessary adjustments.
 - Provide coaching and leadership to peers, students and other members of the healthcare team to develop skills necessary to achieve a competent standard of care.
 - Assists locum Physicians, NICs, CHNs, LPNs, MCAs/MOAs/Clerks with ongoing education utilizing the Wolf Telus EMR and maintaining an accurate Electronic Health Record (EHR).
- 3. Works in collaboration with the Regional Manager of Primary Care to ensure the efficient operations of the Primary Care Clinic**
- Creating clinic schedule, monitor staffing attendance and patterns of the clinic, and organize necessary human resources to meet operational needs.
 - Initiates, monitors and follows-up on incident management reports in the RL6 system.
 - Follow-up on client concerns, provide timelines and information to manage client concerns.
 - Manage the collection and interpretation of clinic statistics.
 - Assists in performance management and planning with the primary care clinic staff
 - Recommend revisions, implement policies and standards within the clinic.
 - Conducts departmental audits to determine compliance with Accreditation Standards and determine department wide training requirements and arranging for the delivery of appropriate training.



4. Participate in the ongoing development, delivery, evaluation, quality control and improvement of the Primary Care Services.

- Ability to perform computer-based tasks and utilize electronic health record system and electronic medical record system which includes accessing and reading charts/provider notes in order to coordinate care, respond to client inquiries, enter notes in the records, and perform complex scanning of documents to health records.
- Establishes super user status with the Electronic Medical Record (EMR) system
- Audits the client's Electronic Health Record (EHR)
- Maintains ongoing records and monitors existing clients to ensure healthcare services are delivered in a timely fashion.
- Monitors the ongoing provision of service delivery, ensuring that the necessary consultation occurs and/or the necessary assessments and actions are taken.
- Evaluates programs and performance to ensure that services are delivered that best meet the guidelines.
- Fosters external partnerships to identify and address gaps in the services and programs.
- Audits the flow of referral services in Inuvik Regional Hospital and the 7 outlying Community Health Centres for the residents of the Beaufort-Delta Region.
- Audits the flow of referral services for the residents of the Sahtu Region that have been referred to Inuvik Special Clinics.
- Actions lost and/or frozen referrals to ensure they are flowing again.
- Collect and report statistics on missing referrals and interpret the source of the cause related to the service interruption.

5. Organize, coordinate and support the use of Telehealth services in the Beaufort-Delta Region.

- Assist with the development and presentation of Telehealth awareness sessions to the interdisciplinary team members.
- Promote the range of uses for Telehealth throughout the NTHSSA-BDR as a way of improving access to care and communication.
- Organize and conduct Telehealth training and sessions for CHNs and Physicians.
- Assist staff with technology and demonstrate the use of various applications for the presentation delivery of Telehealth.
- Prepare quarterly statistical information and reports for Telehealth activity and report to the Management Team.
- Ensure proper functioning of Telehealth equipment by arranging for regular maintenance and troubleshooting and problem-solving individual data quality issues.

6. Workplace Health and Safety: Employees of the NTHSSA are committed to maintaining a safe and respectful workplace for employees and clients; building a safe and respectful workplace is everyone's responsibility.



- All employees and contractors have a professional responsibility to perform their duties to health and safety regulations, standards, practices and procedures.
- All stakeholders (management, staff, Union of Northern Workers, Workers' Safety and Compensation Commission) need to ensure Workplace Health and Safety Committee works effectively with a purpose of continuous quality improvement in health and safety.
- All supervisors play an active role in workplace health and safety through daily management, identifying prevention opportunities, ensuring training in incident management reporting systems, investigating potential risk and accidents, and applying timely corrective measures.

WORKING CONDITIONS

Physical Demands

The incumbent may be required to move Telehealth equipment (on a rolling cart) and occasionally set up tables or rooms to facilitate a Telehealth session. Otherwise, typical physical demands are associated with office settings and operating a computer.

Environmental Conditions

The incumbent may be exposed to communicable diseases while working in a hospital setting.

Sensory Demands

Extensive reading and use of a computer may cause eyestrain.

Mental Demands

This position requires a high degree of concentration and attention to detail. The incumbent may experience continuous interruptions either by office traffic, telephones and program demands; exposure to demanding/irate clients; lack of control over work pace due to cancellation/rebooking of clinics due to physician emergency demands and client no shows. The incumbent must remain calm and controlled while being empathetic and compassionate.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of standard office administration protocols, procedures and best practices including medical terminology, communication formats and clinical processes.
- Knowledge of confidentiality and privacy protocols.
- Computer literacy in Microsoft Word, Excel, Outlook, Teams and the client's Electronic Health Record.
- Decision-making, problem-solving and conflict resolution skills.
- Communication skills; oral and written in addition to active listening.



- Interpersonal skills with ability to work in an interdisciplinary setting that requires a working knowledge of a variety of roles and responsibilities to ensure a collaborative team approach.
- Ability to work in a fast-paced environment with a variety of responsibilities and competing demands.
- Ability to effectively manage time and prioritize workload.
- Ability to effectively supervise and support staff and have a good understanding of Human Resource Management principles, policies and the Union of Northern Workers (UNW) Collective Agreement.
- 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 Diploma in a Health or Administration related field and two years of experience in an administrative or clinical environment.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

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: Indigenous Language - Not Specified

- Required
- Preferred