



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Diagnostic Imaging Clerical Supervisor	
Position Number	Community	Division/Region
48-3369	Yellowknife	Operations and Allied Health / Stanton Territorial Hospital

## PURPOSE OF THE POSITION

The Diagnostic Imaging Clerical Supervisor is responsible for the efficient operation and directing of the clerical team of the Diagnostic Services Reception areas at the Stanton Territorial Hospital and the Yellowknife Primary Care Centre. The clerical team is the first point of contact for clients to the Diagnostic Imaging, Laboratory and Respiratory Therapy services and is responsible for conveying and coordinating the flow of information between the radiologists, technical staff, internal/external customers, health care professionals and the patient. The incumbent is responsible for supervising a team that is responsible for scheduling of procedures and booking of all appointments within the department, entry of critical pre-analytical information into electronic systems, front line customer service and ensuring a positive client experience when interacting with the health service.

## 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-aboriginals. Health and social services includes 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) 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.

Stanton Territorial Hospital (Stanton) is an accredited facility, located in Yellowknife, and is the referral center for approximately 43,000 NWT residents and 5,900 residents from the Kitikmeot Region of Nunavut. Stanton provides health care services to adults and children on an inpatient/outpatient and outreach basis in order to restore health with dignity.

Located in Yellowknife at Stanton, the Diagnostic Imaging Clerical Supervisor (Supervisor) reports directly to the Manager, Diagnostic Imaging, and is responsible for the performance of the Diagnostic Services Clerk/Booking Clerks (DS/Booking Clerk) positions.

The Supervisor directly impacts on the work flow of the Diagnostic Imaging unit, consisting of on-site Radiologist, Teleradiology services, Medical Radiation Technologists, Mammography Technologists, Sonographers, CT Technologists, Medical Laboratory Technologists, Medical Laboratory Assistants and Respiratory Therapists. The impact on the Radiologists and technical staff is direct in that the incumbent is responsible for the scheduling of procedures, booking of all appointments within the department, defining the workloads for these two groups, and by entering the information into the Hospital Information System (HIS), the Radiology Information System (RIS) and Laboratory Information System (LIS). All bookings for DI Services are coordinated through the clerical team serving requests from health care practitioners within the hospital and across the NWT and the Kitikmeot Region of Nunavut. As well, the clerical team ensures that each patient is registered into Stanton's electronic health record system. In essence, the incumbent is responsible to orchestrate a smooth and timely transition through the Diagnostic Services offered by Stanton at the hospital and the satellite location at Yellowknife Primary Care Centre YPCC.

The Supervisor must be able to step in and perform any one of the tasks in the clerical team. This is especially important when there is an absence within the department, a deadline is in jeopardy of being missed or if a particular task becomes overwhelming.

The DS/Booking Clerks work in a very high paced environment that demands an exceptionally high degree of accuracy. The incumbent will have to perform under these conditions, deal with constant interruptions from phone calls and customer walk-ins, which makes it difficult to complete tasks in a continuous and efficient manner.

As first point of contact with patients, the incumbent will be dealing with emotionally upsetting experiences (i.e. frightened anxious patients and families). Often these situations are exacerbated by a language barrier that must be overcome.

The incumbent will be required to deal with a variety of medical and non-medical personnel who have expectations beyond his/her control (i.e. courier deliveries, equipment failures, staff shortage in related departments, etc.).

This unit interacts directly with other hospitals and health care providers; consequently many of the individuals cannot be dealt with in the same way that you would be with a patient. Diplomacy is required for the incumbent to be successful in this position.

In the role of Supervisor, the incumbent is the first line of resolution for conflicts between clerical staff, or clerical staff and internal or external customers.

Working closely with the Picture Archival Communication System (PACS) Administrator, this position manages and maintains certain aspects of the Voice Recognition System. The Supervisor administers voice recognition licenses to providers, provides user training for resident and visiting Radiologists, assigns provider privileges, ensures all providers are licensed in the Northwest Territories have a profile in the system and oversees all report management duties performed by Diagnostic Services Clerks.

The DI unit handles approximately 33,000 Diagnostic Imaging examinations on an annual basis (approximately 100-150 exams per day).

## **RESPONSIBILITIES**

### **1. Manages the human resources of the unit to facilitate patient and family centered care, ensure effective staffing and the development of staff.**

- Directs, supports and models the quality principles and patient and family centered care principles with staff.
- Plans the human resource needs of the unit.
- Assists with the recruitment and hiring of new staff.
- Assists with review of job descriptions.
- Provides orientation and functional training to new and existing staff.
- Conducts staff performance appraisals in accordance with hospital policies.
- Initiates corrective and/or disciplinary actions with employees as appropriate.
- Deals with conflicts between staff and internal and/or external clients.
- Evaluates, recommends and facilitates the educational needs of the staff.
- Holds regular staff meetings to review procedures, share information and address issues.
- Reviews and approves bi-weekly pay.
- Approves leave requests.
- Monitors attendance.
- Provides assistance for staff dealing with unusual or complex occurrences.
- Exercises payment authority on minor expenses such as courier charges and minor office supplies.
- Enters purchase order requisitions via SAM system, as needs are identified.

### **2. Provides administrative support to the Diagnostic Imaging unit.**

- Develops and implements procedural changes.
- Advises the Manager, Diagnostic Imaging of present or potential operational issues or sources of grievances.

- Maintains and updates a clerical procedural manual.
- Provides general information following the established Release of Information Policy.
- Performs the coding and process of medical billings for the Radiologists.

**3. Coordinates the booking of procedures for the technical staff.**

- Schedules/reschedules patient procedures that are carried out within the department ranging from minor to very complex procedures.
- In collaboration with the Diagnostic Imaging Technical Supervisor, Laboratory Supervisor, Specimen Control and a Radiologist, balances the demands for services within the capacity of the unit to ensure priorities are met.
- Screens incoming patients to assure proper patient preparation has been done.
- Ensures reminder calls are performed daily for these scheduled appointments.

**4. Provides clerical support to the Diagnostic Imaging, Laboratory Services and Respiratory Therapy units.**

- Receives requisitions from other hospitals and health centers, ensures required information has been provided on the requisition and enters request into MediPatient.
- Ensures the appropriate distribution of finalized reports within department timelines.
- Completes documentation required for procedures, which varies from exam to exam.
- Assists out of town patients with transportation to their boarding homes via medical travel and confirming additional appointments and locations.
- Ensures appropriate documentation forms for consent for invasive procedures and obstetrical ultrasounds are attached to the files.
- Records special procedures performed by hospital physicians.
- Processes patient files for both booked patients, general x-rays and laboratory tests.
- Monitors and maintains clerical supply inventory.
- Prepares copies of digital images when requested by practitioners and patients.
- Photocopies and faxes reports, information, etc.
- Prepares required documentation and files for the next days booked appointments.
- Returns equipment (i.e. wheelchair/stretchers) and patients to other units.
- Distributes urgent and preliminary reports to appropriate parties.
- Maintains, updates and distributes Emergency Fan-out List for Diagnostic Imaging unit monthly.
- Performs daily audit of Health Information System (HIS) to identify and rectify exams which are not yet reported.

**5. Works alongside PACS Administrator to manage the Voice Recognition System**

- Updates provider identification (Provider ID) application for all new and current physicians that are licensed in the NWT.
- Assigns speech licenses and dictation privileges to Radiologists for user access, building specific profiles for each Radiologist linking to the DI Radiology Information System (RIS); provides updated information to PACS Administrator so they can create user profiles for these physicians in PACS. Builds test inserts/templates unique to each provider and document type.

- Enters and activates/deactivates all users in the Voice Recognition System.
- Works in conjunction with PACS Administrator to train all Radiologist providers on use of various types of dictation components, including specific voice commands unique to the system, assisting in initial training regarding performing priority jobs, addenda, editing and electronic signing/finalization of reports.
- Notifies Data Integrity Coordinator when reporting errors have occurred and ensures that correct report is uploaded to the integrated Electronic Health Record (iEHR).

## **WORKING CONDITIONS**

### **Physical Demands**

No unusual demands.

### **Environmental Conditions**

The Diagnostic Imaging Clerical Supervisor works in a radiation area in a hospital environment and is exposed to infectious / communicable disease(s) as a result of direct patient contact.

### **Sensory Demands**

No unusual demands.

### **Mental Demands**

No unusual demands.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Comprehensive knowledge of procedures/tests and standards of practice of a Diagnostic Imaging unit that provides services to both internal and external patients.
- Ability to effectively supervise staff, organize workflow, conduct performance reviews, identify individual training needs including proper onboarding and staff allocation.
- Ability to operate desktop computers and applications in order to produce written documents (word-processing), develop complex spreadsheets, send and receive electronic mail and conduct research over the internet.
- Knowledge of, and/or the ability to acquire knowledge of the Collective Agreement between the Government of the Northwest Territories (GNWT) and Union of Northern Workers (UNW) to ensure that all articles are adhered to and that equality is maintained while client service is not compromised.
- Able to communicate effectively using "lay" terminology.
- Knowledge relating to confidentiality and protection of privacy and ability to ensure personal and medical information is kept private and confidential at all times.
- Interpersonal communication skills; both written and verbal.
- Organizational behavior skills.
- Ability to be sensitive to the geographical and cultural needs of the people and understand how community and culture impacts the delivery of health care.

- Ability to work cooperatively as a team member with the ability to motivate staff and get them to work together as a team.
- Skilled in quality systems management.
- Skilled with healthcare accreditation criteria and application.

**Typically, the above qualifications would be attained by:**

Grade twelve (12) (High School/ Secondary School Diploma) coupled with the completion of a recognized Medical Terminology course, working a minimum of 5-years in various positions in a clerical area and 2-years of demonstrated escalating responsibility including supervisory duties over the course of career, preferably in a healthcare setting.

**ADDITIONAL REQUIREMENTS**

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

Stanton Territorial Hospital has a number of certifications that are required upon hire, depending on the area where the employee works, including but not limited to: Aboriginal 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