



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Community Health Representative	
Position Number	Community	Division/Region
48-5759	Inuvik	Primary Care/ Beaufort Delta

PURPOSE OF THE POSITION

The Community Health Representative provides community health promotion services in Inuvik, in accordance with the philosophy and objectives of the Northwest Territories Health and Social Services Authority to promote the prevention of disease, maintenance and the overall health and well-being of the community.

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 Tłı̄ch̄q regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-indigenous. 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 Tłı̄ch̄q 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-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 Beaufort Delta Region who deliver these services in eight communities through the Inuvik Regional Hospital, seven community health centres, 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 Beaufort Delta region.

Located in the Inuvik Regional Hospital Medical Clinic and reporting to the Nurse in Charge (NIC) of Public Health, the Community Health Representative (CHR) works with community members, health care providers, and other agencies to promote healthy living and well-being to the residents of Inuvik. The CHR plays a critical liaison role between the community and the NTHSSA to ensure individuals within the community have access to education and health promotion activities required for healthy living and the NTHSSA is aware of the community concerns with respect to continued health and well-being. Services are provided within the public health department, community halls, and schools or in a patient's home. These services are intended to promote a healthy lifestyle and decrease the incidence of disease; services may be provided on an individual basis or as part of a multi-disciplinary team. The CHR works with several cultural groups and serves a population from newborn to the elderly.

RESPONSIBILITIES

1. Under the direction of the Public Health NIC, the CHR provides and participates in the delivery health promotion programs according to the GNWT Health Standards to protect, prevent, and reduce the incidence of communicable disease, to promote healthy lifestyles, and to reduce the incidence of disability to residents within the community.

- Deliver public health programs.
- Assist PHN during Well Child Clinics.
- BP and Weight Checks and documentation.
- Ensure children's immunization statuses are up to date.
- Confirm booked appointments for well child and well women's clinics.
- Assist dietitian during monthly cooking circles.
- Administer TB meds to patients and ensure they ingest the medicine in compliance with physician's orders, (DOT) direct observed therapy.
- School Health Programs (i.e., educational sessions on hand washing).
- Encourage community members to participate and attend educational and health promotion sessions.
- Use and involve media (radio, TV, and newspaper) to facilitate mass public education on health-related matters.
- Assist in evaluation of public health programs and offer suggestions for improvements.
- Promote a safe and healthy environment in homes, schools, and community.

2. Facilitate patient and family educational/teaching based on needs of the patient.

- In collaboration with health care professionals will assist with individual learning patients and their families in relation to illness or injury (i.e., self-care) as directed.
- In collaboration with health care professionals will assist with individual learning to patients and their families in relation to Oral Health, Fluoride Varnish, Colorectal Cancer, FIT (Fecal Immunochemical Test) testing, Cancer Care/Navigation, Suicide Prevention, Water Safety, Gun Safety, etc.
- Determine patient's knowledge of their health, disease, process and learning needs.
- Participate in development of community specific educational resources required to support patients.

3. Advocate practice environments that have the organization and resource allocations necessary for safe, competent and ethical care.

- Explain local culture, public health needs, and problems to health care professionals to encourage appropriate programming and communication techniques are used to meet NTHSSA goals.
- Collaborate with nurses, peers, and other member of the health care team to advocate health care environments that are conducive to ethical practice and to the health and well-being of patients and staff.
- Participates in research (i.e., flu watch program) and special projects related to the community's health.

4. Record specifics of all encounters or services provided by the CHR for statistical purposes and follow up.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual demands.

Sensory Demands

No unusual demands.

Mental Demands

The CHR may become involved in situations with community members who are experiencing stress or confusion with respect to the delivery of health care or the status of their own health. This involvement/interaction may occur at any time. In addition, within the health care setting here can be significant lack of over the work pace with frequent interruptions (work is often dictated by external factors). As a result of home visits, the incumbent may be potentially exposed to violent patients/families that are under the influence of drugs and alcohol. At times, the emotional state of family members brings uncertainty in knowing what

to expect while at work. The incumbent may experience concern about one's safety as well as being responsible for the lives of patients and their families, risk of assault and unknown and unpredictable situations.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of current trend in health promotion, community development and adult education theory as well as a basic understanding of common disease processes and conditions throughout the life span.
- Ability to identify health issues and formulate an action plan. This includes an ability to formulate teaching plans and use of other teaching aids that is culturally appropriate for the patient's needs.
- Knowledge of traditional healing methods and community and cultural norms.
- Ability to speak, read and write English (this includes an ability to follow and interpret verbal and written instruction from nursing, medical, and dental personnel).
- Ability to operate basic office equipment (i.e., telephones, fax, etc.)
- Knowledge of and an ability to work effectively in a cross-cultural setting and work with community groups and resources.
- Knowledge of and an ability to operate word processing applications to complete training materials and presentations; receive and send electronic mail, use internet to conduct on-line research.
- Ability to educate patients and their families on appropriate self-care methods and techniques as directed by health care professional (i.e., PHN)
- Knowledge of and an ability to network resources within and outside the NTHSSA (i.e., to provide comprehensive health promotion and education).
- Knowledge of and the ability to ensure awareness of the importance of confidentiality and upholding private and confidential medical information.
- 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:

The completion of a community health representative training program.

Equivalent combinations of education and experience will be considered.

Inuvik Regional Requirements:

The CHR must be able to acquire within a reasonable time frame and remain current with the following training and certifications:

- CPR
- WHMIS
- NVC Training
- Safety Mask Fit testing

ADDITIONAL REQUIREMENTS

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:

- Required
- Preferred