



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Unit Clerk, Obstetrics	
Position Number	Community	Division/Region
48-6969	Yellowknife	Patient Care Services / Stanton Territorial Hospital

PURPOSE OF THE POSITION

The Unit Clerk, Obstetrics is a member of the health care team and provides clinical, administrative and clerical support to the Obstetrics unit. As the first line of contact to the day to day activities of the unit, the UCO acts as a gatekeeper and coordinator of the information and activities required for the efficient operation of the unit. The Unit Clerk also liaises with external resources as required.

SCOPE

The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider of all health and social services (HSS) 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. Health and social services includes the full range of primary, secondary and tertiary HSS 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 is a referral centre for the approximately 43,000 residents of the Northwest Territories and approximately 6000 residents of the Kitikmeot Region, Nunavut (NU). 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, the Unit Clerk, Obstetrics (Unit Clerk) reports directly to the Manager, Maternal Child Services (Manager) and works in collaboration with other health care professionals, such as the Clinical Coordinator (CC), Registered Nurses (RNs) and other nursing staff to facilitate the process for the delivery of patient care by providing clinical, clerical and administrative support to the team.

The Unit Clerk is responsible to coordinate and implement activities related to the administrative functioning of their respective unit: this requires the incumbent to be non-judgmental with patients; assertive and problem-solving oriented with staff, and to demonstrate initiative within the scope of their role. The majority of the Unit Clerk's routine is spent on the computer, utilizing fax, telephone and email to obtain and/or disseminate information internally and to other agencies as required.

The Unit Clerk is required to be focused and acutely aware of all the activities on their Unit, as they are the first-line-of-contact for all who access the Unit. Fluctuating workloads demand excellent organizational skills, flexibility and an ability to spontaneously respond to changing priorities. The incumbent is required to remain calm in a pressured situation and needs to be at times flexible with their role.

The environment is fast paced, dynamic and constantly changing; work is frequently interrupted by telephone calls, staff, visitors and patients. The Unit Clerk has limited control over the workload, and competing demands require the incumbent to continually reprioritize their work.

The Unit Clerk deals directly with all members of the multi-disciplinary team and patients who at times may be demanding, upset and distraught. The incumbent will be expected to work with the cultural differences and the expectations of patients, co-workers, and other health care providers. There is substantial pressure on the incumbent to keep up with the workflow, and remember all of the details that are essential for patient care delivery.

RESPONSIBILITIES

1. Facilitate the effective and timely coordination of patient admission, management and communication of patient information, and transitional care (between units; and/or to community).

- Demonstrate principles of patient and family centered care in their work to support patient care and in their interaction with patients.
- Coordinate the bookings of procedures and appointments as directed.
- Collaborate with the Nursing staff to assist with admissions, discharges and transfers, as required, for all patients presenting to the OBS Unit.
- Collaborate with the Transitional Care Planning Team to coordinate patient discharge plans patient conferences and other activities as needed.
- Keep nursing staff informed of changes to unit admissions and discharges.

2. Provide clerical and administrative support in order to coordinate the day-to-day activities of the Unit.

- Respond to and direct phone calls and unit visitors as required.
- In collaboration with the Nursing staff, assemble and dismantle patient's charts and when this task is performed only by the Unit Clerk, inform the Nursing staff of all discrepancies in the chart which the Nursing staff will need to address.
- Register all patients (inpatient and outpatient) arriving on the OBS Unit and, with the Nursing Staff, ensure that the admission process is followed on all admissions and transfers.
- Order supplies for the OBS Unit based on established minimum inventory levels.
- Process and stock supplies for the unit.
- Send specimens to the Laboratory via the pneumatic tube system or take them directly to the Laboratory when the specimens are inappropriate for the pneumatic tube.
- Deliver / retrieve items such as mail and patient records etc.
- Prepare and maintain accurate records such as census record, admissions and discharges, patient records and compile unit statistics as required.
- Update the Emergency Fan-Out list on a monthly basis and distribute the list accordingly.
- Where applicable, ensure that Discharge Summaries become part of the chart and are forwarded where appropriate, in a timely manner.
- Under the direction of nursing staff, ensure that the equipment on the Unit is maintained and repaired when required.
- Request the services of the maintenance department when required.

3. As the first line of contact for the daily activities of the unit the Unit Clerk establishes and maintains effective communications and relationships with all members of the health care team, support staff, patients, visitors and others.

- Demonstrate patient and family centered care principles, and excellent customer service techniques when dealing with patients, other employees, families and visitors.
- Coordinate the administrative components of the admission, discharge planning process and follow-up; e.g. assembling packages for medevac, making appointments and ensuring that all of the required documentation is sent for follow-up appointments and referrals, etc.
- Orient new employees including relief unit clerks and nursing students to become familiar with hospital administrative activities and protocols. For example, how call bells work, how to page overhead, all the phone functions, etc.
- Use the appropriate communication tools to keep unit employees informed of administrative activities (i.e. FIT testing schedule, scheduled maintenance of various items (pneumatic tube, fax machine, etc.), rooms closed for maintenance, etc.
- Performs other duties as required, either alone or in collaboration with Nursing Staff, which contribute to the smooth administrative operations of the unit.

WORKING CONDITIONS

Physical Demands

Incumbent may be required to move and lift boxes of inventory supplies and put them away.

Environmental Conditions

The Unit Clerk Obstetrics works in a hospital environment with exposure to infectious diseases and bodily fluids as a result of patient interactions.

Sensory Demands

Incumbent experiences regular exposure to noise from call bells, telephones and overhead paging.

Mental Demands

The Unit Clerk may experience exposure to situations involving negative patient outcomes.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of medical terminology.
- Computer skills.
- Ability to maintain / upkeep a filing system for patient records.
- Skilled in human relations, as the incumbent will be required to communicate important and often technical or complicated health information to many people from all walks of life and of different cultures every day.
- Skilled in customer service techniques when dealing with clients in person or through any other means of communication while maintaining client privacy and confidentiality.
- Ability to multi-task; answer phones, receive patients, prepare files and keep a mental log of information necessary for care delivery.
- Ability to coordinate and implement activities related to the administrative functioning of their respective unit.
- Organizational skills, flexibility and an ability to spontaneously respond to changing priorities.
- Ability to remain focused and acutely aware of all the activities on their Unit.
- 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:

Grade 12 (High School/ Secondary School Diploma) and a medical terminology course.

Equivalent combinations of education and experience will be considered.

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: Indigenous 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