



IDENTIFICATION

| Department | Position Title | |
|----------------------------|-------------------------------|-----------------|
| Health and Social Services | COVID-19 NWT 8-1-1 Supervisor | |
| Position Number | Community | Division/Region |
| 49-15928 | Yellowknife | HQ/North Slave |

PURPOSE OF THE POSITION

The COVID-19 NWT 8-1-1 Supervisor is responsible for providing leadership, direction and safe and effective supervision of call-taking and information services being provided by COVID-19 NWT 8-1-1 Telephone Operators regarding the COVID-19 Pandemic.

SCOPE

The COVID-19 NWT 8-1-1 Supervisor is located in Yellowknife. The 8-1-1 Supervisor provides supervision to the COVID-19 NWT 8-1-1 Telephone Operators and guidance on the information and screening that is carried out in COVID-19 NWT 8-1-1 Program. This includes ensuring NWT residents are being provided with current information regarding COVID-19 situation and advice in the Territory. Based in the Health and Social Services System, the 8-1-1 Supervisor is part of the COVID-19 information services team.

The 8-1-1 Supervisor role in the program is not to provide clinical advice. COVID-19 NWT 8-1-1 Supervisor will answer calls from the public regarding the current Territorial status of COVID-19, and initiate COVID-19 health screening for those callers identified meeting criteria for same; assist callers in determining self-care, and provide information on numerous resources available to residents.

The 8-1-1 Supervisor ensures Telephone Operators provide callers with information to connect to available community resources and complete accurate COVID-19 screening.

Although operational policies, processes and guidelines are well defined, the situations and types of calls that can and will come in to COVID-19 NWT 8-1-1 are unknown. The information

and COVID-19 screening provided by the incumbent will have a direct impact on the health of clients across the NWT.

RESPONSIBILITIES

1. Provide leadership to COVID-19 NWT 8-1-1 Program Staff.

- Manage and direct resources and information appropriately throughout a shift
- Collaborate with members of the COVID-19 NWT 8-1-1 associated programs to:
 - Make decisions when providing callers with information and screening;
 - Support the COVID-19 NWT response
- Provide the 8-1-1 Telephone Operators with support with problem solving and challenging situations.
- Responsible to provide orientation and ongoing training to COVID-19 NWT 8-1-1 Program Staff.
- Lead and participate with development and review of program policies, processes and guidelines
- Ensure that Telephone Operators have access to the most current and accurate information available each shift
- Ongoing monitoring and evaluation of adherence to program standard operating procedures.

2. Responsible to answer calls from the public regarding the current status of COVID-19 within the NWT.

- Deliver specific instructions and information to callers about COVID-19 NWT, based on Office of the Chief Public Health Officer information
- Provide information on the processes related to self-isolation and self-isolation plans
- Provide callers with information to connect to available community resources
- Direct clients to access Emergency services as required
- Link callers unable to speak English with interpretation services.

3. Assist in conducting standardized risk screening, and on need for further clinical assessment via telephone.

- Initiate COVID-19 health screening for those callers identified meeting criteria
- Provide over-the-phone NWT COVID-19 screening
- Provide basic instructions such as talking callers through performing taking a temperature to assess fever

4. Provide resource contact numbers to callers if information is not specific to COVID-19.

5. Gather and track basic caller information using standardized program tracking tools for statistical analysis and program planning.

6. Other duties may be assigned to support the needs of the Covid-19 NWT information programs.

- 7. Practice self-care, self-wellness and stress management.**
- 8. Practice NWT COVID-19 hygienic practices while at work (respiratory hygiene) and social distancing.**

WORKING CONDITIONS

Physical Demands

The 8-1-1Supervisor works 8-hour shifts (day and evening shifts), sitting at a dispatch workstation in order to provide information services. The incumbent is able to alternate sitting and standing, perform desk stretches, and take breaks following stressful calls, however the incumbent must be relieved before leaving the workstation, including at the end of a shift.

Environmental Conditions

The COVID-19 NWT 8-1-1 room may at times be loud and a fast-paced work environment. The workstation is comprised of information tracking material, and phones. Although the risks of exposure to COVID-19 are mitigated through the practice of NWT COVID-19 hygienic procedures, there is potential that the incumbent may be exposed to the virus during the pandemic outbreak.

Sensory Demands

The 8-1-1 Supervisor will use a combination of vision and hearing throughout the shift when providing information responses. The 8-1-1Supervisor will make ongoing assessments, decisions and based on what is heard from the caller.

Mental Demands

The 8-1-1 Supervisor, will have direct daily exposure to stressful situations related to the COVID-19 Pandemic. There is no control over work pace, volume of calls, or nature of calls. The position encounters competing, urgent priorities, uncertainty regarding what to expect at work, and some potential of residual trauma. There is a probability that at some point the incumbent will handle a call involving known persons.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of and ability to use and follow the COVID-19 NWT 8-1-1 Program policies, procedures and processes (may be available post-employment only).
- An advanced understanding of reasons for OCPHO information being provided
- Knowledge and ability to utilize government phone systems.
- Strong interpersonal and leadership skills
- Ability to effectively communicate orally and in writing.
- Strong organizational, time management, and self - management skills.
- Ability to maintain calm, exhibiting controlled and professional behavior
- Able to think quickly, handle multiple responsibilities and use initiative, often while working under pressure.

Typically, the above qualifications would be attained by:

The Successful completion of a University Degree in a related field. For ex. Social Science and a minimum of two years of experience preferably in a fast paced work environment.

Recent experience working in a call center or a role within the Covid-19 pandemic response is an asset.

Other qualifications may be considered on a case by case basis.

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: Select language

- Required
- Preferred