



Government of
Northwest Territories

IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Specialist Clinic Assistant	
Position Number(s)	Community	Division/Region(s)
67-14609	Fort Smith	Primary Care/Fort Smith

PURPOSE OF THE POSITION

Reporting to the Regional Manager of Primary Care, and working as a member of the Northwest Territories Health and Social Services Authority (NTHSSA) Primary Care Clinic, the Specialist Clinic Assistant is the main administrative support for the Specialist Clinic.

The Specialist Clinic Assistant is responsible for the administrative management and clinic support of the Specialist Clinic located within the Fort Smith Health Centre. The overarching purpose of this position is to ensure the administrative tasks of the Specialist Clinic are managed effectively and that Clinical Staff members in this areas are supported.

This position works within the federal and territorial legislation and policy framework. The position carries out its responsibilities in accordance with GNWT Acts, Statutes, Regulations, Directives, Policies; the Department of Health and Social Services and the Northwest Territories Health and Social Services Authority to effectively meet the needs of the clients served by NTHSSA.

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 Tłıchʔ 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 Tłıchǫ 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 - Fort Smith Region is responsible for the effective delivery of Primary and Emergent Health Care and Social Services to approximately 2,500 residents of Fort Smith and the surrounding area. The Regional facilities include one type C Health Facility and a 28 Bed Long Term Care Facility.

The Specialist Clinic Assistant is an integral part of the Primary Health Care Clinic Team of the NTHSSA and provides administrative assistance and clinical support to the Practitioners of the Specialist Clinic. This position works directly with the Primary Care Clinic, as well as other program areas within the NTHSSA and outside organizations, including governmental departments.

RESPONSIBILITIES

1. Completes administrative functions of the Specialist Clinic

- Provides administrative support for the Specialist Clinic.
- Completes monthly statistical reports as required.
- Follows up on requests from Clients, Physicians, Supervisor, other Staff, and outside agencies as required.
- Prepares and mails Client notices as requested,
- Sorts and distributes faxes received to the appropriate areas within the Specialist Clinic.
- Copies or scans required paperwork for addition to Client medical records as required.
- Sorts and distributes internal and external mail to the appropriate areas within the Primary Care Clinic.
- Completes facsimiles, shredding, word processing, data entry, and other general administrative tasks as required.
- Manages telephone calls for the Specialist Clinic and directs to appropriate Clinician.
- Assists with informing Clients by phone/mail of upcoming Specialist appointments.
- Assists with re-scheduling Specialist appointments when required.
- Provides reminder/confirmation calls to Clients scheduled with visiting Specialists.

- Books screening mammograms in Hay River and maintains a follow-up list.
- Assists with notifying Specialist Clinics in Yellowknife and Edmonton of cancellations, re-bookings and no shows.
- Tracks and creates statistical reports on Specialist Clinic Client appointment volumes, no show volumes and other appointment statistics as requested.
- Distributes all messages in an accurate and timely fashion.
- Rescheduling of Clients should any Staff be away without notice.
- Manages the office supplies inventory for the Specialist Clinic and orders additional office supplies in the ORMED System as required.
- Maintains stock of current forms used in the Specialist Clinic including master copies of each.
- Records meeting minutes when requested

2. Complete administrative functions to support the Electronic Medical Record and MediPatient System for the Specialist Clinic.

- Scans and links documents as required to the Specialists Clinic Client electronic medical record as per approved policy and procedure.
- Books appointments for the Specialist Clinic in the current electronic scheduling system.

3. Manages the Medical Travel Approval Request for the Specialist Clinic.

- Prepares and faxes requests for medical travel within and outside the NWT ensuring the proper ICD-9 codes and diagnoses are correct.
- Prepares and faxes Requests for Prior Approval to Inuvik or BlueCross for private services outside of the Territory, ensuring all relevant and required information is attached.
- Maintains filing system for medical travel requests and prior approval forms.

4. Other Departmental Activities as assigned.

- Participates in Departmental and Organizational Quality Assurance activities.
- Participates in Occupational Health and Safety activities.
- Participates in NTHSSA Staff Meetings.
- Assists with other duties as assigned.

WORKING CONDITIONS

Physical Demands

There are limited physical demands in this position, but the position does require long periods of sitting at a desk and computer within a typical office environment. Limited lifting may be required to manage files and data collection.

Environmental Conditions

This position works in an office environment within a health care setting and has some exposure to infectious diseases. Extensive use of a computer requires appropriate lighting and ergonomic seating.

Sensory Demands

Sensory Demands are as expected in a typical office environment. High volumes of telephone calls are expected on a daily basis. Accuracy is critical, particularly in drafting and proofreading documents. Extensive use of the computer may cause eye strain.

Mental Demands

The mental demands of this position are moderate as a result of frequent interruptions and the need for attention to detail. Frequent periods of concentration are essential to complete the assigned tasks. Work can be stressful on a daily basis due to the volume of work as well as the need to communicate effectively with the Public and the Clinicians.

KNOWLEDGE, SKILLS AND ABILITIES

- Excellent Computer Skills - Must be effective with computer processing, specifically Microsoft Word, Microsoft Excel, Microsoft Outlook, and internet use.
- Initiative (Address Current Opportunities or Problems) - An ability to recognize and act upon present opportunities or address present problems.
- Flexibility (Adapts Normal Procedures) - Alters normal procedures or ways of working to fit a specific situation to complete tasks and/or meet NTHSSA goals and objectives, (i.e. performs co-workers tasks when required).
- Teamwork and Cooperation (Cooperates) - An ability to participate willingly and support team decisions (i.e. is a good team player). This includes doing one's own share of the work and sharing all relevant and pertinent information with the team.
- Written and Oral Communication Skills - Includes listening, observing, identifying and reporting; ability to clearly articulate new ideas and insights.
- Problem Solving (Creative Solution Identification) - Demonstrates sound judgment and problem solving skills.
- Conflict Resolution (Address and Prevention) - Knowledge of conflict resolution and ability to facilitate the process utilizing intervention and prevention methods.
- Valuing Diversity (Respectful of all Cultures and Traditions) - Must value diversity and seek out opportunities to gain knowledge and understanding of individuals or different cultural groups within the NWT through education and/or interaction with others.
- Expertise (Specialized Knowledge and/or Experience) - Comprehensive knowledge of office administration, including statistics, computer processing, data entry, other clerical functions.

Typically, the above qualifications would be attained by:

The knowledge, skills and abilities required to do this job are typically acquired through completion of a certificate in office administration and 2 years of experience in a clerical/administrative position in an office setting. Preference given to experience in an administrative position in a health care setting.

ADDITIONAL REQUIREMENTS

Fort Smith Regional Requirements

Within the Fort Smith Region, all employees must be able to acquire within a reasonable time frame and remain current with the following training and certifications:

- WHIMIS
- CPR
- Safety Mask Fit testing

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

Aboriginal language: To choose a language, click here.

- ☐ Required
- ☐ Preferred