



Government of
Northwest Territories

IDENTIFICATION

Department		Position Title	
Northwest Territories Health and Social Services Authority		Administrative Clerk	
Position Number(s)		Community	Division/Region(s)
67-04948		Fort Smith	Primary Care/Fort Smith

PURPOSE OF THE POSITION

This position is responsible for providing expertise in customer service and client registration. This position is responsible for maintaining integrity of data in electronic patient information systems, meeting and greeting the public, and being the first point of contact for clients entering the Fort Smith Health and Social Services Health Center. The incumbent is responsible for providing administrative and receptionist services for and assisting with the activities of other health programs in order to ensure safe, confidential and professional clinical services. This position is primarily responsible for Public Health administration needs and will be cross-trained with the medical clinic receptionist.

The incumbent will work within the context of the vision and principles of the Northwest Territories Health and Social Services Authority (NTHSSA) and in accordance policies and procedures.

This position works within the federal and territorial legislation and policy framework. The position carries out its responsibilities in accordance with the GNWT Acts, Statutes, Regulations, Directives, Policies; and the NTHSSA to effectively meet the needs of the clients served by the Fort Smith Region.

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 Tłıchǫ 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.

This position is located in Fort Smith and reports to Regional Manager of Primary Care.

RESPONSIBILITIES

1. Provides data entry, word processing services

- Medipatient data entry for all encounters
- Book appointments in the electronic medical record (EMR) for adult clinic, well women's and well child clinics, preschool physicals, three year old physicals, diabetes patients, dietitian, and communicable disease visits
- Prepares new records and charts as required
- Requests for immunization records from other communities and provinces/territories for patients who recently moved to the community; prepares new charts as required
- Obtain class lists from schools, organize and maintain records
- Collect statistical immunization data from immunization cards as required
- Maintain all charts and files (i.e. immunization, child health, TB, diabetes)
- Immunization entry onto charts during influenza season; sustains a directory of all vaccinations administered
- Review school lists for purposes of new residents to Fort Smith, requesting and obtaining records for new students, prepares new charts as required. Mailing consents to parents for immunizations to be provided at the schools as indicated
- Enter immunizations on appropriate registry (i.e. Mantoux, HPV, Hepatitis, BCG, and territorial registry) for Population Health in Yellowknife
- Chart review for overdue immunizations; letters are mailed to these patients
- Monthly lab requisitions and notices are mailed to diabetes patients as required

- Annual lab requisitions and notices are mailed to patients as indicated by RN under the TB surveillance program
- Photocopying as required
- Resident search (EMPI) for patient inquiry as required
- Collect mail on daily basis
- Fax immunization records to other communities as required
- Maintains appointments and referrals for the Dietitian
- Answers all incoming calls and transfers to appropriate person
- Complete and submit monthly stats for public health
- Health promotion activities (poster making) are required for the monthly themes and special clinics (i.e. preschool clinics, cooking circles, immunization clinics)
- Manages office supplies inventory and order additional office supplies in ORMED system as required
- Take minutes of bimonthly staff meetings

2. Maintains Filing System

- Excellent ability to preserve a filing system in accordance with accepted procedures of correspondence, administrative, and patient records
- Retrieve files as requested (ex-residents) and prepare new files as requested
- Files charts away at the end of day and organize charts for the next clinic day
- Work with medical records department to ensure paper charts are available when required
- Track “no show”, cancellations, and reschedule appointments in the electronic scheduling system
- Scans and links documents as required to the appropriate electronic medical record

3. Provides Reception and Information Duties

- The first point of contact for patients (phone or in person)
- Assist the public by providing answers or obtaining answers to inquiries as requested
- Provides accurate information to the public regarding public health services and programs offered
- Takes messages for appropriate person
- Maintains a clean, safe, and organized environment
- Maintains confidentiality of all written and verbal communications regarding patients and staff at the Health Center

4. General departmental duties as assigned by the Regional Manager of Primary Care to ensure smooth communication and work flow to all areas of the department and health center for the end users.

- Assisting in other areas as required by the Manager
- Creates new patient profiles as required in the electronic patient management systems
- Enters all patient encounters into the electronic patient management systems
- Books appointments for various program areas
- Maintains schedules in electronic patient management systems

- Validates all Health Care Numbers
- Processes all necessary forms
- Responds to telephone inquiries and direct phone calls
- Prompt and accurate data entry of all patient medical documents
- Assists the public with the completion of applications for Northwest Territories Health Care, Extended Health Benefits and Seniors Benefits
- Provide clerical assistance to various departments as operational requirements permit.
- Prepares billing cards for non-insured services including driver's medical, employment medicals and out of country clients
- Scans and links documents to electronic medical record
- Operates the paging system

WORKING CONDITIONS

Physical Demands

The incumbent will be required to sit for long periods of time throughout the day which may be difficult; scheduled breaks are important to establish. The incumbent will be required several times a day to bend while locating charts.

Environmental Conditions

The incumbent may possibly be exposed to allergens and communicable diseases within the health center.

Sensory Demands

The incumbent will be required to use a combination of senses to accomplish assigned tasks.

Mental Demands

The incumbent may have to deal with unsatisfied or intoxicated patients occasionally. There is a zero tolerance policy in effect.

KNOWLEDGE, SKILLS AND ABILITIES

- Must have the skills and ability to work in a cross-cultural environment
- Working knowledge of a computerized patient management system, word processing and excel spreadsheets
- Incumbent must be aware of the importance of confidentiality and be able to keep personal and medical information private and confidential at all times
- Must be knowledgeable of office procedures and other health related policies and procedures including patient records, administrative and other support
- The incumbent must be able to operate standard office equipment and have good computer and data entry skills
- Must have knowledge of the culture and traditions of Northern Peoples from the

community of Fort Smith

- Must have well-developed organizational, communications, interpersonal and analytical skills
- Self Control (Responds Calmly) – Feels strong emotion in the course of conversation or other tasks, such as anger, extreme frustration, or high stress, controls emotions, and continues to talk or act calmly
- Teamwork & 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 useful information
- Listening, understanding & Responding (Listens responsively) – An ability to demonstrate objective and active listening. This includes an ability to behave in a helpful and responsive manner and an ability to seek out the facts and pertinent information before drawing conclusions
- Excellent Computer Skills – Must be efficient with computer processes; specifically, Microsoft Word, Microsoft Excel, Microsoft Outlook, Data Entry 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 to meet NTHSSA goals and objectives. (i.e. performs co-workers' tasks when required)
- Team Work 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 (Creates Solution Identification) – Demonstrates Sound judgment and problem solving skills
- Conflict Resolution (Address & Prevent) – Possess a knowledge of Conflict Resolution and the ability to work through the process
- Valuing Diversity (Respectful of all Cultures & 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 Expertise) – Comprehensive knowledge of Medical Coding, collection of medical and demographic data, data entry, compilation of statistical data and computer processes

Typically, the above qualifications would be attained by:

This level of knowledge is commonly acquired through the successful completion of a certificate in Office Administration supplemented with 2 to 3 years of related experience. Knowledge of medical terminology, MediPatient Scheduler and Wolf EMR would be an asset.

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:

- Safety Mask Fit testing
- WHIMS
- Basic CPR

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