



## **IDENTIFICATION**

<b>Department</b>	<b>Position Title</b>	
Northwest Territories Health and Social Services Authority	Client Services Coordinator	
<b>Position Number</b>	<b>Community</b>	<b>Division/Region</b>
87-13143	Norman Wells	Community Health Centres/Sahtu

## **PURPOSE OF THE POSITION**

The Client Services Coordinator is responsible for coordinating client services for the community members and the Health Centre. The incumbent will ensure clients are directed to the appropriate services and that client appointments are booked, and will coordinate medical travel, coordinate health centre clinics and participate in the overall operations of the health centre. This is done in accordance with generally accepted office and business communication practices and in accordance with the Northwest Territories Health and Social Services Authority administrative procedures.

## **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 Tłı̄ch̄o 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 Tłı̄ch̄o 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 administers all regional health and social services delivered to 4 community Health Centers and 1 Community Health Station in the Sahtu Region. The NTHSSA provides and supports the delivery of health care services to adults and children on an outpatient and outreach basis in order to enhance healthy community's well-being through excellence, accountability and respect for regional diversity.

Located within the Health Centre and reporting directly to the Nurse in Charge (NIC), the position impacts directly on the level of professionalism of the NTHSSA as the incumbent is a first contact with personnel and the public and must be prompt and courteous in dealing with sensitive issues.

The incumbent provides efficient administrative and clerical services, and coordinates client services for the Nurse in Charge (NIC), transient health-care professionals and Health Social Services staff. The incumbent is expected to correctly identify client needs and expedite the delivery of appropriate client services.

## **RESPONSIBILITIES**

### **1. Provides administration support, clerical support and coordinates client services for the health centre.**

- Answering telephone, triaging/screening phone calls and clients, relaying messages, contacting clients for appointments.(i.e. nurses, physicians, and specialists, social worker) receiving patients and visitors courteously.
- Coordinating medical travel information, notifying clients of their appointments as needed, filling & forwarding appropriate documentation to medical travel officer.
- Receives, sorts and distributes all mail, , typing forms, memos, labels, out of province service report forms etc. as required.
- Preparing appointment lists for physicians' visits to the community for Nurse in Charge's inspection and approval, (e.g. completing forms with patients' name, DOB, Health Care #, and type of visit).
- Recording patient visits, medical evacuation, births and deaths in appropriate registers.
- Typing and proof-reading correspondence assigned by Nurse in Charge, setting up and maintaining an administrative filing system.
- Using word-processing, database, spreadsheets and communications software if available, entering data information into the computer.
- Preparing month end statistics as per policy.
- Word-processes, prepares, organizes, copies, collates and prints documents, correspondences, tables and reports.

### **2. Maintains records on all patients and provides information as required with due regard for the confidentiality of medical information.**

- Where applicable, maintains a log of all taxi expenditures used for patient transportation and certifying taxi accounts for services rendered to patients.
- Responsible for establishing new patient/client files (physical or electronic i.e. Electronic Medical record (EMR), maintaining patient/client files according to NTHSSA standardized format, and maintaining all files in this manner, finding patient/client files and re-filing after use.
- Retrieves files, documents and other relevant information for Community Social Services Workers (CSSWs), and Mental Health and Addiction Counsellors (MHACs) etc.
- Completing statistical forms on all clients, compiling data and forwarding the information to the appropriate recipient.
- Maintaining general office in a clean and efficient manner.
- Ensure confidentiality of information within the context of authority policy and practices.
- Provides guidance and support to health and social services centre staff by developing and maintaining office procedures to maximize the efficiency and effectiveness of health centre operations.

### **3. Performs other related duties as assigned.**

- Assisting in extended clinic hours and in emergency situations.
- Assist with medevacs as directed by the Nurse in Charge.
- Acquires appropriate payments for non-insured service.
- Organizing specialist's clinics.
- Organizes, participates, and attends meetings and committee's in order to contribute ideas and/or take notes as directed.
- Introduces new staff to community and explains local customs and culture.
- Assist all staff as needed.

### **Workplace Health and Safety: Employees of the Authority are committed to creating and maintaining a safe and respectful workplace for employees and patients/clients. Building a safe and respectful workplace is everyone's responsibility.**

- All employees and contractors have a professional and personal responsibility to perform their duties to health and safety regulations, standards, practices and procedures.
- All stakeholders (management, staff, Union of Northern Workers, and Workers' Safety and Compensation Commission) need to ensure our Workplace Health and Safety Committee works effectively, with a shared purpose of continuous quality improvement in health and safety.
- All Managers play an active role in workplace health and safety through their daily management: identifying prevention opportunities, ensuring staff are trained in Risk Monitor Pro or other incident reporting systems, investigating potential risk and accidents, and applying timely corrective measures.
- A healthy workplace, where employees can provide quality service under safe conditions, is the right thing to do and makes good business sense.

## **WORKING CONDITIONS**

### **Physical Demands**

No unusual demands.

### **Environmental Conditions**

No unusual demands.

### **Sensory Demands**

No unusual demands.

### **Mental Demands**

The incumbent handles complaints and requests, and as a result could be the recipient of verbal abuse. Patience, tact, and sound judgment are required as well as use of non-violent crisis intervention techniques. The incumbent must communicate effectively through cultural and language barriers.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of office routine and administrative processes and the ability to learn GNWT standards relevant to the position.
- Ability to acquire foundational knowledge of patient care and treatment;
- Key-boarding skill of approximately 30 words per minute;
- Computer knowledge and skills in word-processing, database, spreadsheet and communications software; ability to learn Electronic Medical Records, Excel worksheet, and PeopleSoft etc.
- Communication and observation skills for reception of the public.
- Ability to acquire knowledge relating to privacy and confidentiality and able to uphold confidentiality and privacy standards and acts.
- Able to communicate fluently and effectively in English, both verbally and in writing;
- Ability to speak the Slavey language and knowledge of interpretation/translation practices is an asset;
- Ability to deal pleasantly and effectively with people of all ages and backgrounds in order to effectively greet callers/visitors who may be irrational and emotional and determine their actual situation and requirements.
- Ability to retain focus on tasks, prioritize and deal with constant interruption; phone, emails and/or clients.

### **Typically, the above qualifications would be attained by:**

The completion of a minimum of grade 12, general office procedures course, and/or Clerk-Interpreter Course and related experience in order to perform the secretarial and clerical functions of the job.

## **ADDITIONAL REQUIREMENTS**

Proof of immunization in keeping with current public health practices is required.

### **NTHSSA - Sahtu Region Requirements:**

Within the SAHTU Region the Client Services Coordinator must be able to acquire within a reasonable time frame and remain current with the following training and certifications:

- Certificate in Standard First Aid and basic CPR, Level C and AED
- Non-violent Crisis Intervention, Cultural Training
- WHMIS and TDG Training
- Mental Health First Aid
- Applied Suicide Intervention Skills Training (ASIST)
- Workplace Safety
- Hand Washing Certificate
- Training under Accreditation Canada Standards

### **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:** North Slavey

- Required
- Preferred