



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Driver/Groundskeeper	
Position Number	Community	Division/Region
87-15150	Norman Wells	Operations/Sahtu

## **PURPOSE OF THE POSITION**

The Driver/Groundskeeper is responsible for the safe transportation of program clients to and from designated points in the Town of Norman Wells, maintaining the Norman Wells vehicle fleet, and performing facility and grounds maintenance for the Sahtú ot'iné Regional Health and Social Services Centre and the Sahtú Dene Nechá Kó Long Term Care Facility in Norman Wells. The incumbent maintains a safe environment for the whole facility in accordance with Northwest Territories Health and Social Services Authority policies, universal precautions protocol, and Accreditation Canada Standards.

## **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 Tł'chǫ 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 Tł'chǫ 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 position is located in the Sahtú ot'iné Regional Health and Social Services Centre and the Sahtú Dene Nechá Kó Long Term Care Facility in Norman Wells. The NTHSSA is responsible for the effective delivery of health and social services in the Sahtu Region. The geographical area of responsibility comprises the Sahtu Region residents living in 5 communities: Tulita, Deline, Norman Wells, Fort Good Hope and Colville Lake.

The incumbent reports to the Regional Manager, Operations but the day to day work is in collaboration with the Regional Manager, Continuing Care, Nursing Clinical Care Coordinator, Nurse in Charge, Activity Coordinator and the Rehab/Activity Aide.

The incumbent works as part of a team to ensure program client safety during transportation and can expect interruptions during the working day which would require concentration to keep work organized. The facility environment can be stressful for patients, staff and visitors, and the incumbent may encounter people in difficult or dangerous situations and be required to act in a safe and efficient manner. The incumbent is required to work outside assisting with the vehicle fleet in extreme conditions at times and may be exposed to loud noises over a period of time associated with snow removal equipment and vehicles. Daily contact with staff and patients in urgent situations may be challenging.

The incumbent will have direct contact with employees, patients and the general public. As an employee of the NTHSSA, the incumbent must present and conduct him/herself in accordance with NTHSSA & Sahtu Region policies and procedures to ensure positive public perception of the NTHSSA.

## **RESPONSIBILITIES**

### **1. Provide efficient and safe transportation of Day Program participants, Long Term Care Residents medevac patients and their personal effects to ensure their needs are met.**

- Daily contact is made with the Day Program Coordinator and the Nursing Care Coordinator for Long Term Care.
- Transport NTHSSA- Sahtu program participants and their personal effects within the Town of Norman Wells, while ensuring the mobility challenged or confined patients are properly and safely secured prior to transporting to prevent injury.
- Operate the assigned vehicle in a safe and conscientious manner at all times to reduce the chance of accident and/or injury.
- Under the direction of the nurse, provide transportation to the medevac team from/to the airport to the facility.
- Under the direction of the nurse, provide transportation for patients under emergency care from/to the facility to the airport for emergency transport via aircraft.

- Provide good customer service by being respectful, courteous and maintains confidentiality related to the stakeholders who use the service.
- Report accidents to the Supervisor and obtain names and addresses of witnesses and complete accident reports to ensure proper documentation and compliance with GNWT Policies and Procedures.
- Enter information on each trip into the Drivers' Log Book for future reference in the event of a conflict.

**2. Perform limited clerical duties and provide proper documentation for the Elders Day Program and residents of the Long Term Care program when scheduled on an outing in the community.**

- Receive and record resident and program participants' information and complete transportation request forms for referred patients to ensure residents and program participants' needs are met.
- Complete and submit to Supervisor a monthly vehicle report, which includes a passenger list and their pick up and drops off.

**3. Maintain vehicle in a safe and operational condition to ensure the safety of residents, program participants and staff. Ensure vehicle is well maintained, clean, fueled, checking oil and transmission fluid levels to reduce chance of vehicular problems.**

- Check light conditions, windshield wipers, brakes, tires, mechanical lifts, and report all malfunctions to Supervisor for repair to ensure the vehicle is properly maintained.
- Ensure vehicle road emergency equipment is on board and in operative condition in the event of a problem.
- Give vehicle orientation to staff and program participant's prior to travel.
- Assist in annual vehicle servicing and scheduling.

**4. Perform facility and grounds maintenance.**

- Keep all exit doors well maintained and free of obstacles, snow, etc. to ensure unimpeded egress in case of emergency;
- Ensure snow and ice are cleared from all stairs, wheelchair ramps and boardwalks;
- Ensure grounds are kept neat and free from fall risks and other obstacles;
- Collect and remove garbage from designated locations outside the facility and dispose of properly
- Maintain the following structures: Tipi, LTC courtyard, LTC and Day Program deck, storage shed.
- Provide on-going and annual maintenance on snow clearing equipment.

## **WORKING CONDITIONS**

### **Physical Demands**

This position requires lifting and loading of program clients and their personal effects and the daily pushing of wheelchairs that may occur through snow or up steep grades. The demands of this position include heavy lifting, carrying heavy items, twisting, bending, continual

standing or walking, working from ladders, pushing snow clearing equipment, and shoveling as the seasons dictate.

### **Environmental Conditions**

There will be daily exposure to weather elements. The incumbent will be exposed to infectious / communicable diseases as well as health and accident hazards.

### **Sensory Demands**

This position requires the incumbent to concentrate on multiple sensory inputs several times daily during the entire process of readying and transporting residents to and from their destination.

### **Mental Demands**

Potential mental pressures include unavoidable repetitious work, unpleasant public or client interactions, interruptions that disrupt work flow and assisting palliative care residents.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Customer service skills when dealing with stakeholders and staff of NTHSSA – Sahtu Region.
- Communication and interpersonal skills.
- Time management skills to organize time and deliver services within time schedules for maximum efficiency.
- Skills and the ability to provide assistance to program participants who require walking aids or are confined to wheelchairs to embark and disembark from the vehicle.
- Computer skills and the ability to navigate computer programs.
- Ability to follow instructions and record information.
- Ability to use radio communication, pagers and mobile telephone equipment.
- Ability to operate small equipment. i.e. snow blower
- Ability to lift 50 pounds on a frequent basis.
- Ability to work effectively in a cross-cultural situation.
- Ability to work independently and with minimal supervision.

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

Completion of grade 12 or equivalency and relevant experience.

### **ADDITIONAL REQUIREMENTS**

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

Must have a Class 5 Driver's License and clean abstract.

**NTHSSA - Sahtu Regional Requirements:**

Employee must be able to acquire within a reasonable time frame and remain current with the following training and certifications:

- CPR/AED and First Aid Certification
- AVOP
- Transportation of Dangerous Goods training
- Hand Washing
- Indigenous Cultural Awareness
- Non-Violent Crisis Intervention or similar
- Training as required by Accreditation Canada

**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