



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Client Services Coordinator	
Position Number(s)	Community	Division/Region(s)
87-8419	Deline	Community Health Centres/Sahtu

PURPOSE OF THE POSITION

The purpose of this position is to coordinate client services for the community members and the Health Centre. Ensure that clients are directed to the appropriate services. Ensures clients appointments are booked, 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 NTHSSA 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 Tłı̨chǫ 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 Tłı̨chǫ 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 communities' 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, clerical services and coordinates client services for the Nurse in Charge, transient health-care professionals and Health Centre staff. Must 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 with nurses, physicians, and specialists, 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, completing laboratory forms, 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 files, maintaining patient files according to Northwest Territories Health & Social Services Authority standardized format, and maintaining all files in this manner, finding patient files and re-filing after use, filing laboratory and other reports on patients files after review by Nurse in Charge;
- Retrieves files, documents and other relative information for the professional and NIC;
- Completing Health Suite 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 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 medevac's as directed by the Nurse in Charge;
- Acquires appropriate payments for non-insured services;
- Organizing specialist's clinics;
- Organizes, participates, and attends meetings and committees in order to contribute ideas and/or take notes as directed;
- Introduces new staff to community and explains local customs and culture;
- Assist staff as needed.

Workplace Health and Safety

Main Activities:

- 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

Sitting, typing, standing and/or bending. (Daily - 5-6 hrs. - Low to moderate)

Incumbents can be required to sit for extended periods of time and may be required to work with a computer for long periods of time. Filing can require long periods of standing and bending. Constant use of the computer and phone can result in stress in the fingers, wrists, etc.

Environmental Conditions

The incumbent works in a generally comfortable work environment but with the physical stresses associated with computer work and sitting for extended periods.

Sensory Demands

Exposure to office equipment. (Daily - 5-6 hrs. – Moderate)

Incumbent uses two or more senses to make judgments, and the use of senses requires considerable sensory attention when operating the computer, calculator, copier, fax machine, and telephone - all used for the daily operation of the office.

Mental Demands

Exposure to crisis situations. (Daily - 5-6 Hours – Moderate)

Work is mentally stressful because of the workload and the need to communicate effectively with the public and health care professionals. This 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, which can be frustrating. Workload, frequent interruptions, tight deadlines and turnaround times all add to the stress level.

Inconsistent supervision/supervisor (1-2 x a year – All Day - Low to Moderate)

KNOWLEDGE, SKILLS AND ABILITIES

- Must have good communication and observation skills for reception of the public;
- Basic knowledge of office routine is necessary and also a basic understanding of patient care and treatment;
- Key-boarding skill of approximately 30 words per minute;
- Computer knowledge in word-processing, database, spreadsheets and communications software;
- The incumbent must be able to keep confidential information confidential.
- 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.
 - The incumbent must be able to meet and 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.

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 that are required to perform the secretarial and clerical functions of the job.

ADDITIONAL REQUIREMENTS

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 (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: North Slavey

Required

Preferred