



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Clinical Program Assistant	
Position Number	Community	Division/Region
48-15251	Inuvik	Rehabilitation Services/Beaufort Delta

PURPOSE OF THE POSITION

The Clinical Program Assistant (PA) provides clinical support in the provisions of Rehabilitative services to patients of the Rehabilitation Team and the Regional Manager of the Rehabilitation Services of the Northwest Territories Health and Social Services Authority (NTHSSA). All the clinical support provided by the PA, is in accordance with the philosophy and strategic priorities of the NTHSSA. The PA will deliver service in a safe, effective, and efficient manner that ensures patients realize and maintain maximum physical mobility, functional independence, and wellness.

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 territory 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 Tłıchʔ 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.



The NTHSSA administers health and social services to the residents of the Beaufort-Delta and Sahtu Region in the NWT. The NTHSSA provides and supports the delivery of Rehabilitation services to adults, children, and seniors on an inpatient, outpatient, and outreach basis at multiple sites across the Beaufort-Delta and Sahtu Regions.

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.

Reporting directly to the Regional Manager of Rehabilitation Services, the incumbent provides research, analytical, and administrative support to the Rehabilitation department, with a focus in child development services. The Program Assistant is part of the Rehabilitation Services Department which consists of 3 Physiotherapist, 3 Occupational Therapist, 3 Speech Language Pathologists, an Audiologist, 2 Rehabilitation Assistants, 2 Program Assistants, and a Child Development Team Coordinator. To perform this role, the incumbent must demonstrate an awareness and sensitivity to the variety of disciplines in pediatric and adult rehabilitation, individual patient needs, service availability, and geographical and cultural diversity.

RESPONSIBILITIES

1. Provides administrative and clerical support to the manager and professional staff on the Rehabilitation and Nutrition team and their clients.

- Schedules and coordinates assessment and treatment appointments to aid in the restoration of the patient's health.
- Maintains and coordinates schedules of the Rehabilitation Team to attend meetings and case conferences both within and out of the organization.
- Facilitates communication between patients, staff, physicians, and outside agencies, i.e. WSCC or Medical Travel.
- Acts as a "gate keeper" to ensure that services are operating at an optimum level.
- Assists with travel arrangements for travel clinics as directed for the provision of professional services.
- Prepares items to be shipped to outlying communities or to vendors.
- Receives medical referrals and ensures that the prerequisite information is complete before placing on the appropriate wait list.
- Prepares and maintains files for outpatient services.
- Liaises with community health centre staff in outreach communities to inform them of travel schedules for rehabilitation services.
- Prepares, collates, and distributes reports of patients or outreach visits to the appropriate recipients, as directed by the therapists.
- Maintains patient database of cases and events through computerized scheduler, i.e. booking/tracking appointments.



- Contributes to department management by maintaining stock of office supplies and participating in the development of yearly goals and objectives.
 - Provides clerical and receptionist support for the Rehabilitation Department and Manager of Rehabilitation Services.
 - Provides relief coverage for other Rehabilitation/CDT Program Assistants, when operational requirements allow.
 - Maintains department attendance record.
 - Shreds discarded documents containing confidential information.
 - Processes third party payment information including NIHB and EHB forms to ensure timely reimbursement for services and equipment provided to clients.
 - Takes minutes during meetings and distributes minutes to staff.
 - Performs other duties as assigned.
- 2. Maintains a confidential system for medical records and caseload monitoring for Rehabilitation Services.**
- Prepares patient files and current data re: physician referrals and other medical reports.
 - Coordinates and communicates appointment/schedule changes.
 - Maintains a wait list to try to accommodate timely access to services and keep wait times to a minimum.
 - Monitors attendance and non-attendance in accordance with the Rehabilitation Department's discharge policy to ensure efficient use of clinician's schedule.
- 3. Maintains current data and patient information for statistical, informational and educational purposes.**
- Compiles and collates monthly workload measurement statistics and volume indicators for Rehabilitation programs.
 - Prepares monthly and annual indicator reports for the Manager/Team Lead
 - Facilitates outpatient satisfaction questionnaire delivery to patients.
 - Organizes and coordinates data collection, under the direction of the Regional Manager of Rehabilitation Services.

WORKING CONDITIONS

Physical Demands

The Program Assistant is required to sit for prolonged periods of time which can lead to physical discomfort. Repetitive strain injuries can occur due to the amount of keyboarding/computer time. Bending, squatting and reaching are required to obtain files and documents on a daily basis. Some walking is required to deliver/retrieve mail and obtain files.



Environmental Conditions

The incumbent will have exposure to communicable diseases due to their exposure to patients, and their families.

Sensory Demands

The incumbent is subject to eye strain on a daily basis. The incumbent is subject to “white noise” from office equipment and the heating/ventilation system on a daily basis.

Mental Demands

The incumbent deals with constant demands and interruptions from the telephone, fax, clients, and other employees which makes it challenging to complete tasks in a timely manner.

Multitasking and prioritization can lead to mental stress and fatigue as well. As the first point of contact for the services area, the incumbent deals with clients from a variety of cultural and ethnic backgrounds which may result in challenges in communication. Lack of control over work pace due to the highly variable volume of work can lead to emotional stress or fatigue.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of general office procedures and familiarity with electronic equipment, i.e., facsimile, photocopier.
- Knowledge of patient confidentiality policies and application of these policies to ensure strict patient/hospital confidentiality.
- Knowledge of Medical terminology.
- Knowledge of medical filing system practices to keep accurate files.
- Ability to ensure sensitivity to patient needs through acquiring knowledge relating to the geographical/cultural differences of patients, including how these differences affect the delivery of health care.
- Organizational and time management skills to administer the multitude of activities to ensure the patients are seen in a timely manner.
- Interpersonal and communication skills, both oral and written.
- Skills and abilities relating to records and file management.
- Computer literacy with knowledge of work processing and spreadsheet programs.
- Ability to use and access computer resources such as Medi-Patient, EMR. Resident search, People Soft and PACS.
- Ability to work with minimal supervision and be self-directed.
- Ability to independently problem-solve and implement solutions within the outlined scope.
- Ability to develop a network of resources within and outside the organization.

- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

A diploma in medical office management or one (1) year of office experience in a medical or health care setting. Completion of a medical terminology course is required.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

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

NTHSSA has several certifications that are required upon hire, depending on the area where the employee works, including, but not limited to: Aboriginal Cultural Awareness, Biohazardous Waste, Biosafety & Biosecurity, Infection Control, Workplace Hazardous Materials Information System (WHMIS) and others directly related to the incumbent's scope of practice.

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

Indigenous language: To choose a language, click here.

- ☐ Required
- ☐ Preferred