



Job Description

IDENTIFICATION

<i>Position Number</i>	<i>Position Title</i>	
	Executive Assistant for Quality Risk Management	
<i>Department</i>	<i>Position Reports To</i>	<i>Site</i>
Quality Risk Management	Quality Risk Manager	Hay River Health and Social Services Authority

PURPOSE OF THE POSITION

The EA for QRM provides is responsible for assisting and supporting the planning, developing, implementing, monitoring and evaluating the Quality Risk Management program. This role is responsible for confidential administrative support and communication in an effective manner, and in accordance with policies, procedures and directives. The incumbent reports directly to the Quality Risk Manager in preparing, organizing, and monitoring organizational activities and supports/facilitates numerous special projects.

SCOPE

This position may be located at one of the Hay River Health & Social Services Authority (HRHSSA) locations. They include the Hay River Regional Health Center (HRRHC), the Gensen Building, Woodland Manor, Supportive Living Services and/or H.H. Williams Memorial Hospital (HHWMH). The HRHSSA is an accredited, integrated health authority that provides the following services: 19 acute inpatient beds (14 Community Support Beds, 1 Family Suite (Palliative), 2 Secure Rooms, 2 Observation beds), Emergency and Ambulatory Care, including dialysis and endoscopy; Midwifery Care and Delivery; 25 Long Term Care beds; Supportive Living Campus, a Territorial campus providing 11 permanent residences; Diagnostic Services (Diagnostic Imaging, Ultrasound, Mammography); Laboratory; Medical and Specialty Clinics including Diabetes programming; Social Programs (Community Counselling, Healthy Families and Child and Family Services) Community Health and Home Care, Rehabilitation which include Physiotherapy, Occupational Therapy and Speech Language Pathology; and a full range of Support Services.

This position reports directly to the Quality, Risk Manager. This is a support position that provides assistance in the planning, developing, implementing and evaluating in the Quality Risk Management program. This position will have responsibilities in ensuring that HRHSSA is compliant with national standard, territorial directives and local policies and procedures. The incumbent will be responsible to be a resource to the Quality Risk Management program and to Department Managers and Supervisors. The incumbent will also be responsible for administrative duties, such as, but not limited to, coordinating meetings, writing professional correspondence and liaising with teams and working groups.

RESPONSIBILITIES

1. Supports the planning, developing, implementing and evaluating of the Quality Risk Management program per national guidelines, to achieve the highest possible standards of care in a safe quality environment.

Main Activities

- Assists in ensuring all activities associated with compliance with accreditation standards are carried out
- Plans, prepares, directs and organizes the accreditation survey site visit
- Assists in creating a recommendation action plan and ensures all recommendations are followed up and reported back to Accreditation Canada
- Assists in coordinating and maintaining activities and responses to the Accreditation process, including preparation of special or progress reports to Accreditation Canada

2. Supports the Policy Framework

Main Activities

- Assist in the development of an organizational policy framework
- Assist in the rollout and operationalization of the policy framework
- Provide support to Department Managers
- Assist in the development of the policy renewal schedule

3. Supports the Quality Assurance Framework

Main Activities

- Assist in the development of an organizational quality assurance (QA) framework
- Assist in the rollout and operationalization of the QA framework
- Researches, leads and facilitates special projects as required with Departments/Programs and Quality Teams to proactively identify quality initiatives, patient safety issues and corresponding mitigation strategies
- Facilitates training for eApplications such as RL6 and Power BI
- Uploads data from Departments/Programs for quality indicators and provides reports as scheduled and/or necessary

4. Supports Organizational adherence to the Health Information Legislation

Main Activities

- Acts as an additional resource for the organization when privacy and confidentiality issues arise
- Assists on any investigation into any potential or actual health privacy concerns

5. Supports the Risk Management program

Main Activities

- Prepares claim forms for submission to GNWT Risk Management
- Assists in preparing for legal counsel, the facts and documentation of any potential or actual claim
- Assists with populating the risk register and creating action plans for risk mitigation
- Assists with incident investigations including alleged critical incidents as set out in the DHSS critical incident guidelines
- Assists the Quality Risk Manager by providing documentation and reports on any potential or actual claim including incident reports, client charts/files and other supporting documentation. This information includes, but is not limited to professional standards, current guidelines, protocols, policies, procedures and credentials of staff involved

6. Assists in the maintenance of the formal complaints system

Main Activities

- As required, assists the Quality Risk Manager in investigations, consultations, and the facilitation of resolution on client/public complaints
- Drafts written responses on filed complaints
- Maintains a current, comprehensive and accurate database for the recording and monitoring of complaints
- Provides quarterly reports for the Public Administrator's quarterly meetings

7. Provides administrative support

Main Activities

- Coordinates meetings, including development and distribution of meeting materials, arranging meeting space, sending appropriate notifications, drafting agendas, recording and transposing, distribution and posting minutes
- Preparing business arising action list
- Responds to requests from Managers and Directors
- Maintains security and confidentiality of information held in the Quality Risk Management office
- Writes and prepares professional correspondence on behalf of the CEO and Quality Risk Manager, including, but not limited to: letters, reports and correspondence
- Prepares and/or proofreads and refines routine correspondence, reports, and any other documents as required, ensuring formant and grammatical accuracy
- Responsible for disseminating, filing and posting finalized policy and procedure documents
- Liaises with teams, working groups and colleagues as required, for follow up, monitoring progress on projects for timely completion

POSITION ROLE IN CLIENT & STAFF SAFETY:

The HRHSSA is committed to creating a culture of safety throughout the organization. A culture of safety is necessary to provide optimal care to our clients, and a healthy workplace for staff. An organization with a culture of safety is characterized by several elements:

- Client-centered care;
- Healthy workplace;
- Open communication; and a
- Blame-free and accountable environment.

All staff throughout the organization shares the responsibility for client and staff safety by:

- Demonstrating a commitment to safety;
- Complying with safety policies, procedures and best practices;
- Identifying and reporting safety issues; and
- Participating in safety initiatives.

Commitment to Client Centered Care

Recognizing that our clients are the experts for their own lives, the Hay River Health & Social Services Authority (HRHSSA) is committed to support our clients as leaders to accomplish the goals that they have set out for us in their personal care. The (HRHSSA) will endeavor to provide client centered care through the following:

- Involving clients in their care by reducing barriers that may inhibit our ability to help them.
- Providing a culture that will ensure clients have a voice and participate in their own personal care.
- Empowering clients through improving client satisfaction, enhancing the quality of care and ultimately the quality of life for our clients.
- Focusing on the experience of the client from their perspective and listening to their needs.
- Fostering collaboration between the client and organization by working together to achieve our goals.
- Providing continuous dialogue with the clients to ensure that each and every client is seen as a unique individual.
- Ensuring staff are provided with the training and tools required to complete the best job possible.

Criminal Record Check

Employment with the Hay River Health & Social Services Authority is contingent on providing a satisfactory criminal record check including the vulnerable sector check to the Human Resources Office prior to the official start date of a position.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to develop and maintain positive working relationships with individuals, agencies, and employees in order to communicate program information, including the ability to obtain and respond to feedback from these individuals
- Analytical and problem solving skills to investigate and initiate corrective action to problems/issues encountered during the planning, development and delivery of operational initiatives, programs and services
- Excellent communication skills, both written and verbal to develop and maintain internal and external networks to achieve work objectives, with the ability to prioritize work in a team based setting
- Must have excellent organizational, time management, analytical, facilitation and presentation skills to manage multi-disciplinary responsibilities in a timely and effective manner
- Knowledge of HRHSSA policies and procedures
- Knowledge of healthcare legislation in the NWT
- Must have demonstrated confidence managing multiple projects and activities in a dynamic environment and adhering to deadlines
- Must be able to act in a calm, composed manner while working in a stressful and sensitive situations
- Working knowledge of client safety concepts and of incident reporting systems
- Must be able to meet deadlines, work autonomously, collaboratively and in interdisciplinary team environment
- Demonstrated ability to facilitate team training and discussions

Typically, the above qualifications would be attained by: formal certification in a recognized Quality Improvement or Risk Management program; project management field; minimum of 5 years' experience in the health or social services fields

WORKING CONDITIONS

Physical Demands

	Frequency	Duration	Intensity
Work in clinical setting. ½ to ¾ of the time will be spent sitting in an office doing planning, statistical analysis, and evaluating quality management related data. ¼ of the time spent in meetings or one-on-one with staff, or clients either sitting at a desk or standing with frequent chances to move about.	Normal	Up to 7 ½ hours per day Normal	Increases with duration – Normal

Environmental Conditions

	Frequency	Duration	Intensity
As typically associated with an administrative position. The incumbent is exposed to a busy work environment which includes gathering and analyzing	Normal	Normal	Normal

data often attempting to coordinate other schedules and placing expectations on other staff and management to ensure information is accurate and presented in a timely manner.			
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Sensory Demands

	Frequency	Duration	Intensity
Constant periods of concentration, assessment, analysis, accompanied by frequent interruptions which result in continually evaluating and shifting priorities. Several senses must be utilized in assessing information and responding to client complaints.	Normal	Normal up to 7 ½ hours per day	Normal

Mental Demands

	Frequency	Duration	Intensity
The environment is dynamic and constantly changing, therefore, the incumbent has, at times, limited control over their work pace. The incumbent could be subjected to physical and/or verbal abuse in dealing with complaints with clients.	Daily	Varies	High
The Executive Assistant to the QRM is expected to remain calm, controlled and professional, regardless of the situation and demonstrate care and compassion to the client, staff and management.	Daily	Varies	High
Involved in direct complaints, medical and legal reviews, recommendations, investigations of high-risk incidents and potential litigation, requiring immediate and accurate attention. Lack of action or poor judgment would increase the organization's risk to lawsuit/poor reputation and financial loss.	Several times per month	Varies	High
Many of the complaints and risk situations are complicated, very personal, confidential and have significant impacts on the complainant and the respondent. The Executive Assistant to the QRM is often in stressful conversations.	Several times per week	Varies	High

CERTIFICATION

Position Number:

<p>_____ Employee Signature</p> <p>_____ Printed Name</p> <p>_____ Date</p> <p>I certify that I have read and understand the responsibilities assigned to this position.</p>	<p>_____ Supervisor Title</p> <p>_____ Supervisor Signature</p> <p>_____ Date</p> <p>I certify that this job description is an accurate description of the responsibilities assigned to the position.</p>
<p>_____ Director/Chief Executive Officer Signature</p> <p>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</p>	<p>_____ Date</p>

“The above statements are intended to describe the general nature and level of work being performed by the incumbents of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position”.