



## Job Description

### IDENTIFICATION

<i>Position Number</i>	<i>Position Title</i>	
U-01-138	Mammography Program Facilitator	
<i>Department</i>	<i>Position Reports To</i>	<i>Site</i>
Diagnostic Imaging	Diagnostic Services Manager	Hay River Regional Health Center

### PURPOSE OF THE POSITION

The purpose of the position is to provide clinical, clerical and administrative support to the Breast Screening Mammography (BSP) Program. This position also reviews client reports and charts for completeness, accuracy. This position tracks recommended follow-up, of abnormal clients' procedures, as recommended by the Radiologist. The incumbent assists in facilitating the delivery of the program within the context of the NWT Breast Health Advisory Committee and Hay River Health & Social Services Authority's policies, procedures and practices and promotes the program and breast health to the clients in the catchment area.

### SCOPE

This position is located at the Hay River Health & Social Services Authority (HRHSSA) Regional Health Center. The Hay River Health and Social Services Authority includes: the Hay River Regional Health Center (HRRHC), the Gensen Building, Woodland Manor, and Supportive Living Services. 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 to the Manager, Diagnostic Services and will receive additional direction from the Mammography Technologist. The incumbent is responsible for coordinating the booking of mammography appointments, scheduling appointments in Medipatient, maintaining master bags (when applicable), and ensuring filing is accurately completed on all BSP clients. The incumbent is responsible for maintaining the computerized mammography database and ensuring required letters are sent to the patients and the physicians as part of the clerical support required for the BSP program.

This position provides educational materials, some printed in house, to the communities within our catchment area. These communities include, but are not limited to: Hay River, Hay River Reserve, Enterprise, Kakisa, Fort Smith, Fort Resolution, Fort Providence, Fort Liard, Fort Simpson, Nahanni Butte, Wrigley, Samba K'e, and Jean Marie River.

This position ensures that previous films are ordered from the original generating facilities and then returned to those facilities upon completion of use or that disks are destroyed according to privacy regulations when no longer required. The incumbent utilizes the Wolfe program and works with the medical clinic to ensure patients requiring follow-up receive treatment in a timely manner. The incumbent ensures that all follow-up is documented in the program database and reviews the Wolfe chart at least monthly for updates. The incumbent meets with the overseeing physician and reviews the charts of the Breast Screening clients requiring follow-up; collaborating to decide if recommendations have been completed and if the client may return to the program.

The incumbent may be required to participate in educational/information sessions and health fairs as a representative of the HRHSSA BSP. The incumbent may be required to attend multiple day sessions thus travel and time away from home would be required. The incumbent is responsible for ensuring all required questionnaires related to initiation into the program are completed in full and that the worksheet is filled out and ready for the Mammography Technologist. The incumbent must be able to self-motivate and work independently, and should have a good understanding of the Canadian Breast Screening guidelines, or be willing to learn.

## **RESPONSIBILITIES**

1. To provide administrative/clerical support to the assigned program and staff, in order to facilitate and expedite program activities efficiently using confidential storage and retrieval of client records, reports and documents within generally accepted office procedures and HRHSSA practices and policies. Ensure requisitions coming from external sources within the South Slave area contain all necessary information for enrollment of the client into the program and co-ordinate bookings from the catchment area.

### **Main Activities:**

- Uses established Breast Screening Program booking procedures to coordinate the booking of appointments for clients requiring a mammogram examination, and ensure the clients qualify for Breast Screening under the current Canadian Breast Screening Guidelines.
- Principal point of contact for clients requiring an appointment for screening mammogram, and answer any basic program related questions asked by the

perspective clients.

- Provides clerical support for the BSP. Coordinate the mammography examination between the communities and the Diagnostic Imaging Department at HRRHC, where the mammogram examinations will be performed. Ensure all bookings are entered into the Medipatient system.
  - Notifies physicians when follow-up examinations are required as a result of an abnormal breast screening examination via letter as per program protocol, both from Hay River and other areas in the catchment areas.
  - Notifies clients and practitioners, by letter, of normal results.
  - Notifies clients who have been cleared to return to routine screening of their recommended Mammography appointment date.
  - Inputs client data and maintain the computerized mammography database for clients who have had a mammogram.
  - Issues recall notifications/letters and telephone calls to clients in the data base, as per the Breast Cancer Screening Guidelines for the NWT.
  - Assists with program expansion by participating in Adult Health Fairs and Education/Information sessions. This requires willingness to travel and overnight if necessary.
  - Ensures that previous films are ordered from the original generating facilities and then returned to those facilities upon completion of use, or orders previous digital images and ensures CD's of images are destroyed in compliancy with Privacy Laws.
  - Works with the medical clinic to ensure patients requiring follow-up receive treatment in a timely manner, and that all follow-up is documented in the program database.
  - Reviews Mammography reports for completeness and accuracy; addendums requested when required.
  - Archives records as directed by supervisor.
  - Liaises with overseeing practitioner with regard to:
    - completion of requested follow-up to abnormal results
    - return date for deferred clients can return to routine screening.
    - exclusion date for deferred clients with positive breast cancer result
2. Assists in facilitating information flow within the authority and with the community in order to enable the timely and effective response of the program and community needs, and ensures confidentiality of information within the context of HRHSSA policy and practices.

**Main Activities:**

- Word processing, proof reads, prepares, collates, organizes, copies and prints documents and all other related materials
- Obtains files, documents and background information for the BSP program
- Receives deliveries, phone calls, visitors/clients, faxes, electronic or regular mail, and distributes to appropriate staff.
- Organizes, participates and attends meetings/committees in order to contribute ideas for the department.
- Prepares and maintains current mailing lists, prints mailing labels, compiles and sends out materials as directed by program staff.
- Works with overseeing practitioner to manage deferred clients
- Works with reading radiology group to ensure completeness and accuracy of reports and sees that errors are corrected in a timely manner.

- Promotes the program through attendance at community health fairs and creation/dispersement of educational materials.
  - Works with the technologist and the client to promote breast health awareness and informed consent to procedures.
3. Provides supervisory services for internal ultrasound studies on clients. As a member of the Diagnostic Services team, on occasion, this position provides chaperone services. When a male ultrasound technologist is providing ultrasound services and completing an internal study on a female client, a female chaperone must be present.

## **POSITION ROLE IN CLIENT & STAFF SAFETY:**

### **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.

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.

## **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 & ABILITIES:**

- Current registration as an LPN (Licensed Practical Nurse)
- Previous experience in a Breast Screening Program using the DOS based computer program currently in use in the NWT, or a willingness to learn.
- Computer literacy skills are required. Good working knowledge of schedulers, RIS and information systems (Wolfe), word processing, Word, Excel, Print Shop, and the internet is also required.
- Knowledge of standard office practices, filing systems, communication formats, and English grammar and punctuation, is essential.
- The incumbent requires the ability to deal compassionately, pleasantly and effectively with people of different cultures while maintaining respect and confidentiality at all times.
- The ability to effectively organize and prioritize workload in consultation with manager is essential.
- Ability to liaise and/or coordinate with clerical and technical staff from other departments, both internal and external.
- Knowledge and understanding of the Canadian Breast Screening guidelines to ensure clients are routed to the correct facility for care, or must be willing to learn.
- Knowledge and understanding of the alpha and numeric BRCA and breast density categorization systems and associated risks to ensure accuracy of Mammography reports, or must be willing to learn.
- The incumbent must be able to self-motivate and work independently.
- Valid Driver's License required

Reviewing and understanding practitioner notes, mammography reports, pathology reports, ultrasound reports and x-ray reports requires knowledge, skills and abilities. This knowledge is acquired through an accredited post-secondary Licensed Practical Nursing program.

Various computer knowledge in word processing, along with 2 years of experience in a service-oriented office environment and previous experience with the NWT DOS based Breast Screening database is considered an asset

## **WORKING CONDITIONS**

### **Physical Demands**

<b>Demand</b>	<b>Frequency</b>	<b>Duration</b>	<b>Intensity</b>
Prolonged sitting at a desk/computer	Daily	4-5 hours	Moderate
Prolonged keyboarding	Daily	4-5 hours	Moderate
Travel, by vehicle or in large and/or small aircraft to remote communities to promote the Breast Screening	Seasonal	All Day	Moderate to High

Program.			
Predisposes to eye strain, and muscle/joint problems. The incumbent is able to take breaks from sitting to rest, and change activity when desired to meet other work requirements			

### Environmental Conditions

Demand	Frequency	Duration	Intensity
Organizing filing, bookings, film and relevant paperwork in a confined space	Daily	2-3 hours	Moderate to High
Temperature issues within the space are not well controlled	Seasonal – Summer and Fall	All Day	High
Exposure to communicable diseases blood and bodily fluids, etc. while processing a client.	Daily during clinics	4-6 hours	Moderate

### Sensory Demands

Demand	Frequency	Duration	Intensity
Prolonged, intense proof reading of computer screen and printed materials	Daily	3 hours	Moderate
Focused attention to verbal and non-verbal communication from clients.	Daily	4 hours	Moderate
Operates various pieces of equipment: computer, printers, telephone, photocopier machine, fax machine, binding machine, paper shredder, DOS computer program	Daily	4 hours	High to Moderate
The incumbent must listen intently to verbal communication by telephone, to requests for information from, information provided by, and confirmation of understanding by, speakers with a variety of linguistic and cultural backgrounds, and to closely observe non-verbal communication.			

### Mental Demands

Demand	Frequency	Duration	Intensity
Dealing with emotionally sensitive clients	Daily	Varies	Moderate to High
Dealing simultaneously with multiple callers/clients and requests	Daily	Continuously	Moderate to High
Dealing with outlying communities regarding patient bookings/ cancellations and follow-up.	Daily	Continuously	Moderate to High

Chart Review	Monthly	Varies	Moderate to High
Liaise with overseeing practitioner for review of all clients with abnormal results requiring follow-up	As Available	Varies	Moderate to High
Retrieve statistical reports for analysis/data compilation	As Required	Varies	Moderate
Failure to correctly understand or address a request in a timely and appropriately manner may cause distress or undue complications for clients and staff and illicit verbal/physical abuse or threats from clients or expose the health authority to liability.			

**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>_____ Date</p> <p>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</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.**

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