



Hay River Health & Social Services Authority | Administration des services de
santé et des services sociaux de Hay River
37911 MacKenzie Highway | 37911, route MacKenzie
Hay River, NT X0E 0R6

Medical Travel Officer, Medical Travel

Salary: \$72,013 to \$86,014 annually (\$36.93 to \$44.11 per hour)

Status: Full-time, Indeterminate

Competition #: 146-22

Closing Date: April 3, 2023

The Medical Travel Officer is responsible for scheduled, patient medical travel requests during normal government business hours. After hours on-call support may be required. The incumbent is responsible for coordinating, tracking and recording the movements of all patients and escorts who arrive in or leave Hay River for medical attention. The incumbent delivers medical travel benefits to residents of Hay River and the surrounding region. The incumbent must interpret the benefit entitlements for each client and escort according to the Government of the Northwest Territories (GNWT) Medical Travel Policy and numerous related policies, directives and acts. The incumbent's decisions and recommendations affect the way the Medical Travel Program is delivered, which impacts patient and escorts directly but can also impact various other parties such as health professionals, patient families, health facility services, contractors and vendors on a daily basis.

Qualifications:

- The responsibilities of this position require knowledge of the NWT Health and Social Services system, Canada Health Act, NWT geography and cultures, and knowledge of the transportation industry, particularly northern air travel;
- Knowledge of medical terminology and air transportation terminology is required;
- Responsibilities require 2-3 years of related work experience either in travel or health care industry as well as direct experience dealing with the public;
- Patience, tact and sound judgement are required;
- Must have good written and verbal communication skills;
- Must have excellent telephone communication skills and interpersonal skills organization and time management skills, good decision making abilities and sound computer skills;
- Must be able to acquire within a reasonable timeframe and remain current with Non-Violent Crisis Intervention.

Typically, the above qualifications would be attained by the completion of grade 12 and 2 years' experience working directly with the public in Healthcare or travel industry.

For full job description, including required knowledge, skills & abilities, please see job posting/job description on our website at www.hayriverhealth.ca under the 'Careers' section.

How to apply:

Applicants should send their resume via email to hrhssa_competitions@gov.nt.ca or via Fax to (867) 874-8345



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