



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

## Job Description

### IDENTIFICATION

<i>Position Number</i>	<i>Position Title</i>	
<b>U03-120; U05-120; CCC-1350</b>	<b>Client Care Coordinator, Medical Clinic</b>	
<i>Department</i>	<i>Position Reports To</i>	<i>Site</i>
<b>Medical Clinic</b>	<b>Manager, Primary Care &amp; Community Health</b>	<b>Medical Clinic</b>

### PURPOSE OF THE POSITION

The Client Care Coordinator (CCC), in collaboration with the Manager of Primary Care & Community Health is responsible for coordinating and supervising all aspects of direct nursing client care in the Medical Clinic within the Hay River Health and Social Services Authority. The CCC is a member of the health care team who uses the Nursing Process (assessment, planning, implementation, and evaluation) in accordance with the Registered Nurses Association of the Northwest Territories and Nunavut Standards of Nursing Practice, the Canadian Nurses Association (CNA) Code of Ethics and the Hay River Health and Social Services Authority (HRHSSA) policies to ensure the provision of competent physical, emotional, psychosocial, and spiritual care.

### 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.

The CCC is located at the Medical Clinic, Hay River Health and Social Services Authority and reports to the Manager of Primary Care and Community Health on administrative and clinical

matters. The CCC coordinates and directs all nursing clinical activities associated with clinic client care and supervises clinic staff.

The Hay River Health and Social Services provides primary and secondary level health care services to a catchment population of approximately 6000 residents of the South Slave Region of the Northwest Territories.

The CCC is a Registered Nurse who models and promotes professional nursing practice and provides leadership in the pursuit of excellence in client care and a professional practice environment. The CCC promotes and supports client care that reflects best practices and evidence-based decision making. The CCC ensures nursing services meet clients' acuity needs. The CCC will provide direct nursing care and be available for emergency situations in the Clinic. The CCC will work collaboratively with the clinic physicians, nurse practitioners, clinic staff, and manager of medical clinic to provide efficient and effective client care.

## **RESPONSIBILITIES**

- 1. Provides direct nursing care and provides, coordinates and supervises all day-to-day clinical care activities in the Medical Clinic to ensure efficient and competent client care and assists the Manager of Primary Care and Community Health in planning and administering the Medical Clinic to ensure safe, efficient and competent client care.**

### ***Main Activities:***

- Provides and assists physicians and nurse practitioners with triage of clients, when required.
- Provides initial client assessment and ensure that client information is available in the electronic medical record (EMR) for physicians and nurse practitioners.
- Performs and/or assists physicians with examinations, procedures, as required.
- Collects lab specimens and submits them for processing, as required. Completes follow-ups on abnormal results.
- Maintains and monitors approved standards of practice to ensure that regular and special procedures are completed in a safe and competent manner.
- Provides clinical guidance and support, and technical supervision to nursing staff in the performance of nursing duties, providing counselling and/or taking corrective action as required.
- Assists the manager with performance appraisals for clinic staff.
- Reviews incidents and completes necessary follow-up.
- Assists the manager in the hiring of clinic staff when requested.
- Maintains current policies, protocols, and guidelines for the Clinic.
- Collects, analyzes, and uses statistical data to plan nursing programs/services and prepares reports as required.
- Applies quality and risk management principles and practices.
- Promotes and supports continuing education and professional development.
- Contributes to the development of proposals and program planning.
- Fosters and facilitates a professional practice environment.
- Assists the manager in developing program/business plans.
- Promotes and enables client involvement in care.
- Protects and promotes the privacy and confidentiality of clients.

- Ensures compliance with relevant legislation, standards, and policies.
- Monitors and approves overtime, in the absence of the Manager.
- Provides and ensures a client centered and holistic approach to care.
- Participates in the orientation of all clinical staff.
- Ensures effective and timely responses to emergency situations.
- Assumes responsibility for clinic operations in the absence of clinic manager.

**2. Develops and fosters a team approach and provides clinical leadership and guidance to staff to facilitate the provision of high quality care to all clients during the clinic visits.**

***Main Activities:***

- Functions as a member of a multidimensional and interdisciplinary team to deliver quality care to clients through continuous improvement within the clinic and the organization.
- Participates on committees both within the department and in the organization as required.
- Maintains effective interpersonal and public relations with HRHSSA personnel and clients.
- Reviews all areas of clinical concerns with medical and clinic staff, and the Manager;
- Provides coaching and leadership to peers, students, and other members of the health care team.
- Fosters and ensures culturally sensitive care to clients and promotes a professional environment that is conducive to ethical practice.

**3. Facilitates and coordinates client and family education regarding care and treatment programs, health choices, and other factors to ensure compliance with treatment programs and/or prevent illness or injury.**

***Main Activities:***

- Facilitates an individualized approach in assessing and meeting the learning needs of clients and families regarding care and treatment.
- Develops, revises, and evaluates educational resources to support client and family education in collaboration with the Manager and other clinical care staff.

**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**

- Strong health assessment and clinical management skills
- Advanced knowledge of the Nursing Process
- Broad knowledge of program planning and evaluation
- The ability to create and maintain a supportive work environment
- Strong interpersonal and interdisciplinary communication skills
- Ability to deal pleasantly and effectively with a wide range of people of different ages and cultures, in potentially volatile and emotionally charged situations.
- Good computer skills and knowledge
- Knowledge of teaching/learning principles
- Knowledge of public health and workplace safety legislation
- Ability to use emergency and standard medical equipment
- Strong organizational skills
- Excellent written and oral communication skills
- Strong problem solving skills
- Quality and risk management knowledge/experience
- Ability to work independently
- Strong team orientation
- Ability to collaborate with all HRHSSA departments to foster, promote, and facilitate active living and healthy lifestyle choices.
- Knowledge of teaching/learning principles

These skills are generally acquired through the successful completion of a Bachelors Degree in Nursing or equivalent. Current active registration with the RNANT/NU is required. Must have at least three to five years' clinical supervisory or an equivalent combination of education, training, and experience. CPR certification is required.

## **WORKING CONDITIONS**

### **Physical Demands**

Time spent sitting at the computer, desk or in meetings Low Intensity 10%

Time spent in patient care activities High Intensity 70%

Walking about Low intensity 20%

### **Environmental Conditions**

Incumbent works in a clinical environment that is unpredictable, fast-paced.

High Intensity 80%

The incumbent works in a clinic environment. The incumbent may be exposed to infectious diseases, bio-hazardous waste, human waste and sharps. The incumbent may be at risk of injury from assisting in client care in emergency situations.

Medium Intensity 30%

### **Sensory Demands**

Constant periods of high acuity demand long periods of concentration, accompanied by frequent interruptions that result in continually evaluating and shifting priorities. Several of the must be utilized in observing clients, staff and their environment.

High Intensity 85%

### **Mental Demands**

The environment is dynamic and constantly changing, resulting in continually reevaluating and shifting priorities.

High Intensity 60%

Expected to remain calm, controlled and professional in all situations.

High Intensity 85%

**CERTIFICATION****Position Number:**

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

“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”.

November 2006

February 2010 – Editorial changes scope and position role in client & staff safety

March 2011 – reviewed – editorial changes only

August 2011 – Scope

September 2012- update report to & added position #U05-120

April 2014 – editorial changes only

June 2017 – scope, editorial and commitment statements