



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>	
U2531, CA1341	Community Health Nurse	
<i>Department</i>	<i>Position Reports To</i>	<i>Site</i>
Primary Care & Community Health	Manager, Primary Care & Community Health	Hay River Health and Social Services Authority

### PURPOSE OF THE POSITION

The Community Health Nurse, Primary Care is a member of the Integrated Care Team within the Primary Care and Community Health department. The incumbent provides community health and case management services in accordance with the Hay River Health and Social Services Authority and College and Association of Nurses of the Northwest Territories and Nunavut (CANNN) to ensure clients have access to timely, professional, and sustainable health services required to maintain optimal health.

### 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 Náydi Kúé. 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 is located in the Hay River Regional Health Center and reports directly to the Manager of Primary Care & Community Health. In accordance with established standards of nursing practice the Community Health Nurse, Primary Care, (CHN) will promote the health and wellness of clients within the Integrated Care Team, act as a client advocate, and provide non-emergency medical care; respond to medical crisis that may require decision-making and treatment based on established NWT community health nursing guidelines, procedures and standards of nursing care; and deliver nursing core services designed to promote community health and wellness, decrease suffering and prevent injury across the lifespan.

The expanded scope of the CHN function contributes to the Integrated Care Team by providing and coordinating the care of the clients receiving services provided by that team. In addition to chronic disease management, a CHN will provide care and interventions for those presenting with acute concerns,

If a clinical situation is beyond their scope or knowledge, the CHN has the ability to consult/refer to their colleagues, NP, MD or specialist to determine appropriate interventions.

The CHN is responsible for proactively monitoring Primary Care clients to ensure they receive required preventative screening (colorectal screening, mammography, cervical cancer screening, diabetes screening, etc.) and that efficient chronic disease management occurs (booking in for annual appointments, adequate follow up and surveillance, physical assessments, medication reconciliation as required, etc.).

The CHN model allows for an expanded scope of practice, providing the CHN's with the ability to work autonomously (as well as within the team environment), and allows the client to receive the right care, by the right person, at the right time. The scope includes the ability to run programs such as STI program, Well Child, Well Adult, Chronic disease program, and prenatal/postnatal program.

Services may be provided within the Primary Care Clinic, via Tele-health/telemerge, by telephone, or in a client's home (e.g. elderly population) and are intended to promote wellness, decrease suffering, and prevent injury. Services may be provided through independent practice or as part of an interdisciplinary integrated care team.

The legacies of colonization and residential schools have impacted Indigenous health outcomes and the way health and social services are delivered and accessed. The incumbent is required to honor and promote a culturally safe environment at all times. Practicing from a trauma informed care perspective is expected and the position requires that interaction with clients and families is tactful, respectful, and humble. This position requires the ability to handle several complex issues concurrently while maintaining attention to detail. The incumbent is expected to remain calm, controlled, and professional, regardless of the situation, and demonstrate compassionate care that is free of racism and discrimination, to clients, families, community members, and other members of the health care team. The incumbent is required to be motivated and innovative in continuing education and practice, such as engaging in self-reflection, to encourage the professional growth of self and others.

The CHN-Primary Care may be required to work additional and flexible hours including days, evenings and Saturdays for part or all of a 7.5-hour shift.

## **RESPONSIBILITIES**

- 1. Provide comprehensive community health care services (including but not limited to Infant and Child Health, Adolescent Health, Adult and Elder Care, Maternal Health, school health programs, chronic disease prevention and management, immunization programs, communicable disease surveillance and treatment of acute illnesses) in accordance with the NWT Community Health Core Service Standards and Protocols, in order to: protect, prevent and reduce the incidence of communicable disease; promote a healthy life style and wellness; and decrease suffering to all community members.**
  - Deliver a wide variety of community health services (both established and those requiring development by the incumbent to fit community needs) in accordance with the NWT Clinical Practice Guidelines for Community Care Nursing and the NWT Community Health Nursing Program Standards and Protocols.
  - Monitor and deliver care to people returning from medical treatment from other communities (e.g., post-surgical).
  - Evaluate health services on a continuing basis and modify programs for appropriateness based on community needs while maintaining core services.
  - Act as a resource for other Team members.
  - Assess, requisition and analyze selected diagnostics tests and therapeutics based on assessment findings within scope and role, in accordance with established standards of nursing practice.
  - Select and dispense therapies based on the identified clinical resources (e.g., Clinical Practice Guidelines, formulary, Bugs and Drugs).
  
- 2. Lead Case Management and Service Coordination by collaborating proactively with all integrated interdisciplinary team members, using a client-centered approach to facilitate and maximize healthcare outcomes. Advocate for the client/family at the service-delivery level and at the policy-making level to foster client/family centered decision making.**
  - Coordinate interdisciplinary client care for high risk or complex clients.
  - Utilize best practice models to identify, incorporate or develop strategies for case management. Collaborate with other teams to share and establish best practice for the primary care clinic.
  - Utilize “practice search” capabilities within the electronic medical record (EMR) to proactively seek clients due or over-due for preventative health screening in accordance with the NWT Clinical Practice Guidelines.
  - Manage individuals’ acute and chronic care needs as well as health maintenance.
  - Identify physical, emotional, psychosocial, sexual and spiritual needs of individuals and provide supportive care interventions and referrals in a collaborative interdisciplinary approach to care.
  - Assist in organizing and coordinating appointments, services and referrals as required.

- 3. Provide direct nursing care to clients in conjunction with members of the Integrated Care Team (ICT) utilizing a problem-solving approach, in accordance with the NWT Community Health Core Service Standards Protocols and following clinical practice guidelines to facilitate the quality care of clients**
  - Assess, plan, implement, document, and evaluate care to ensure a coordinated holistic approach which best meets the needs of the individual.
  - Appropriately consult or refer to colleagues/NPs/MDs/specialists to collaboratively determine treatment, interventions, and care plans for clients.
  - Identify persons requiring urgent care and/or transfer to a higher level of care, and in cooperation with other ICT members arrange transfer to the appropriate care setting.
  - Be familiar with the NWT CHN guidelines, Formulary, NWT screening guidelines, specialist referral guidelines and resources.
  - Maintain client and administrative records following professional and legal guidelines in a confidential, concise and accurate manner.
  - Acquire laboratory specimens from clients if needed i.e.. Blood, urine, culture specimens.
  - Package and transport biological samples and pharmaceutical materials.
  - Assist individuals to achieve their optimum level of health and wellness throughout the lifespan and continuum of health and disease by providing health promotion and disease prevention, screening diagnostics, and palliative care.
  - Apply and promote principles of equity including providing care in a culturally safe manner, to ensure individuals receive unbiased treatment and a share of health services and resources proportionate to their needs.
  - Act in a manner consistent with their professional code of ethics, responsibilities, and standards of practice, from a Registered Nurse, and Community Health Nurse.
  
- 4. Facilitate, implement, and modify client and family educational/teaching based on the needs of the client in conjunction with members of the ICT.**
  - Use a holistic approach, honoring Indigenous knowledge, wisdom and diversity, to promote client centered learning to individuals and their families to promote wellness, decrease suffering and prevent injury (e.g., self-care, health promotion, etc.).
  - Assess the individual for physical and psychological needs, their knowledge of their health, disease process and learning needs.
  - Develop, revise, and evaluate on an ongoing basis, educational resources necessary to support clients.
  
- 5. Advocate for practice environments that have the organization and resource allocations necessary for safe, competent, and ethical nursing care.**
  - Provide coaching and leadership to peers, students, and other members of the health care team to develop skill levels necessary to promote wellness, decrease suffering and prevent injury.
  - Collaborate with nurses, peers and other members of the health and social services care team to advocate for health care environments that are conducive to ethical practice, cultural safety, and to the health and well-being and experiences of clients and staff.

- Participate in research (e.g., flu watch), special projects (e.g. new immunization programs), and interagency meetings to plan, implement, and evaluate joint projects related to the community's health status.
  - Advocate for the dignity and respect of clients.
  - Promote the autonomy and rights of clients and help them to express their health and health care needs and values to obtain appropriate information and services.
  - Safeguard the trust of clients that information learned in the context of a professional relationship is shared outside the health care team only with the individual's permission or as legally required.
  - Report to supervisor any breach in standards of care.
  - Advocate for the client/family at the service-delivery level and at the policy-making level to foster the client/family decision-making, independence and growth and development.
- 6. Assist the Manager and/or Senior Leadership/ and members of the ICT as requested.**
- Follow-up on client concerns, provide timelines and information feedback to Manager and/or Quality & Risk Manager to be able to handle the client concern.
  - Acquire more information on a particular incident, report the findings to the Manager and/or Quality & Risk Manager.
  - Participate in and represent the HRHSSA on regional and territorial committees, as requested.
- 7. The CHN, Primary Care is expected to, support, and promote a culture of teamwork.**
- Receive and share information, opinions, concerns, and feedback in a supportive manner.
  - Work collaboratively to build rapport and create supportive relationships with team members both within primary care and across the organization.
  - Develop a supportive rapport with individuals and their families to facilitate collaborative relationships with other integrated team members.
  - Make frequent decisions about the most appropriate, effective, and efficient mode of communication among interdisciplinary team members in accordance with identified policies and procedures.
  - Coordinate and participate in formal and informal case conferences to share appropriate information concerning individual concerns or progress and to utilize the team's skills and resources in the most efficient and effective manner.
  - Contribute to a positive, strengths-based team environment, and support team colleagues.
  - Collaborate proactively with all integrated and interdisciplinary team members utilizing a client centered approach to facilitate and maximize healthcare outcomes.
  - Communicate effectively with members of the health care team to provide continuity of care and promote collaborative efforts directed toward quality patient care.
  - Be prepared to work in other settings based on operational needs.

## **WORKING CONDITIONS**

### **Physical Demands**

From time to time (1 - 2 times per week at 10 minutes per incident) the incumbent will be required to lift, carry or support clients during the provision of client care. This includes incapacitated clients within the Regional Primary Care site and emergency clients who initially present to the primary care clinic and require transfer to an acute care service.

### **Environmental Conditions**

For entire shifts (7.5 hours a day, 5 days per week) the incumbent will have moderate levels of exposure to communicable diseases (e.g. TB), blood (e.g. during the processing of body fluids for transportation to the Laboratory), body fluid, and hazardous materials (e.g. sharps, cleaning solutions, cytotoxic medications).

### **Sensory Demands**

The incumbent will be required to use the combined senses of touch, sight, smell and hearing during assessment and observation of clients, approximately 70% of day.

### **Mental Demands**

From time to time the CHN, Primary Care may be required to provide nursing services to abusive clients, individuals under the influence of drugs or alcohol and RCMP escorts and may experience concern for safety and well-being.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of and an ability to apply and assess the nursing process (assessment, planning, implementation and evaluation) and current nursing practice (including public health) to ensure that the clients' diverse physical, emotional, psychosocial, cultural, spiritual and educational needs are met.
- Knowledge of biological, physical, and behavioral sciences in order to recognize interpret and prioritize findings and determine and implement a plan of action based on accepted standards of practice.
- Knowledge of and an ability to apply sanctioned transferable medical functions (assessment and selection of treatment based on assessment) as outlined in the Nursing Administration Manual's standards, policies and guidelines.
- Knowledge of and an ability to perform basic laboratory functions such as, but not limited to pregnancy tests, various swab specimens, the preparation of specimens for culture and sensitivity, ECGs.
- Knowledge of and ability to operate Microsoft Office applications (i.e., Word, PowerPoint, and Outlook) in order to complete training materials and presentations, electronic mail to send and receive mail, and internet in order to conduct on-line research.
- Knowledge of and an ability to network with resources within and outside the NTHSSA (i.e., Social Services, Public Health, medevac teams etc.) in order to ensure support of clients and their families.

- Knowledge regarding the importance of confidentiality and ability to keep personal and medical information confidential.
- Knowledge of best practices in primary health care and public/community health.
- Knowledge of and ability to use the electronic medical record (EMR) system.
- Ability to operate and/or use standard medical equipment (such as but not limited to - ECG, peripheral IV pumps and lines, stretchers, thermometers, sphygmomanometer, blood glucose monitors, sharps, pulse oximeter, etc.).
- Ability to provide emergency care and treatment in response to a medical emergency.
- Ability to educate clients and their families on self-care methods and techniques.
- Ability to understand and recognize the cultural, social, and political realities in the NWT.
- Ability to recognize the impacts of colonization and residential schools on Indigenous health outcomes and the way health and social services are delivered.
- Ability and willingness to engage in self-reflection to learn about personal biases and assumptions.
- Ability to coordinate a wide variety of activities and objectives.
- Ability to facilitate creative problem solving using a situational approach incorporating conceptual, analytical, interpretive, evaluative, intuitive, and constructive thinking skills.

**Typically, the above qualifications would be attained by:**

The successful completion of a Nursing Degree, and two (2) years of recent nursing experience in an acute care setting or as a Community Health Nurse.

Knowledge and experience equivalencies will be determined on a case-by-case basis.

**ADDITIONAL REQUIREMENTS**

Proof of immunization in keeping with current public health

practices. Must be registered with RNANTNU and be in good

standing.

Must be able to acquire, within a reasonable time frame and remain current in, mandatory certifications specific to the role and working environment as outlined in their orientation.

This includes, but is not limited to:

- Completion of the Aurora College CHN modules
- Certification in Health Care Provider CPR
- Education Program for Immunization Competency (EPIC)
- Point of Care Testing certifications
- Nonviolent Crisis Intervention
- Suicide Risk Assessment training
- Training as required to meet Accreditation Canada standards

## **Recommended**

Within a HRHSSA Regional Primary Care site the following training and/or certifications would be definite assets:

- Transportation of Dangerous Goods

### Applied Suicide Intervention Skills Training (ASIST)

- Mental Health First Aid
- PALS
- ACLS
- Pharmaceutical process and procedures
- General laboratory functions
- Training in emergency response as well as a Class 5 driver's license
- Canadian Nursing Association Certifications are desirable

## **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.

**CERTIFICATION**

**Position Number: CA1341**

<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><i>Dale Linnar</i>  _____</p>	
Director/Chief Executive Officer Signature	15 December 2023 <i>December 19, 2023</i>
<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”**

2023 \*NEW\*