



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>	
	Infection Prevention and Control and Occupational Health and Safety Coordinator	
<i>Department</i>	<i>Position Reports To</i>	<i>Site</i>
Quality & Risk	Manager, Quality & Risk	Hay River Health and Social Services Authority

PURPOSE OF THE POSITION

The Infection, Prevention, Control and Occupational Health, and Safety Coordinator is responsible for the implementation, management, and evaluation of the infection Prevention and Control (IPAC) and Occupational Health and Safety (OHS) Programs for the Hay River Health and Social Services Authority (HRHSSA). The responsibility of the IPAC and OHS Coordinator includes establishing practices to minimize risk of infectious disease for clients, staff and visitors, and maximizing health and safety programming for staff in accordance with Federal and Territorial legislation, as well as policies and procedures of the HRSSA.

SCOPE

This position may be located at one of the Hay River Health and Social Services Authority (HRHSSA) locations. They include the Hay River Regional Health Center (HRRHC), Gensen Building, Woodland Manor, Supportive Living Services Campus and Naydi Kue Building. 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, Social Services); Community Health and Home Care; Rehabilitation, including Physiotherapy, Occupational Therapy and Speech Language Pathology; and a full range of Support Services.

Reporting to the Manager, Quality & Risk, the IPAC and OHS Coordinator is accountable for ensuring IPAC and OHS standards are upheld throughout the HRHSSA region and working collaboratively with stakeholders throughout the NTHSSA and Department of Health and Social Services. Proactive strategies are developed to prevent and address workplace quality and safety issues and foster a strong, positive employment relationship with staff, and to ensure that the client is top priority.

The incumbent will lead the design and delivery of a comprehensive IPAC program that includes monitoring infections, investigating and monitoring outbreaks, establishing standards of practices and being the subject matter expert for regional policy and procedures. The incumbent must have in-depth knowledge of the Communicable Disease Policies and will work closely with the Office of the Chief Public Health Officer. The incumbent will also lead the implementation of a comprehensive standardized regional staff health and safety program including pre-employment screening, education and training, job hazard assessments, occupational incident investigation as well as policy and procedure development in conjunction with the Manager, Quality & Risk. The incumbent requires an in-depth working knowledge of the *NWT Safety Act* and Safety Regulations as well as *Worker's Safety and Compensation Acts* and regulations.

Under the direction of the Manager, Quality & Risk, the IPAC and OHS Coordinator has a functional, collaborative, supportive relationship with senior management and staff. This position will lead the HRHSSA regional IPAC and OHS Committee and participate on NTHSSA territorial IPAC and OHS Committees.

There is a significant shift to approaching IPAC and OHS with a proactive lens. This requires the IPAC and OHS Coordinator to not only consider current policy, procedure, and system impacts, but ensure a forward look for future opportunities for quality improvement across the HRHSSA.

This role actively promotes a high quality, friendly, respectful workplace that is safe, healthy, supportive and client-centered in all Health regions across the territory. This role fosters respectful, compassionate, culturally appropriate care that is responsive to the needs, values, beliefs and preferences of the clients and their family, supporting mutually beneficial partnerships between clients, families and health care providers.

RESPONSIBILITIES

- 1. Implements and provides on-going management and evaluation of the staff occupational health and safety program for the HRHSSA to encourage staff wellness, reduce work time loss and reduce organizational risk and liability.**

Main Activities:

- Implements OHS programming and staff education programs to promote staff wellness based on a conducted needs assessment of the HRHSSA.

- Implements and monitors a regional staff immunization program following established standards to meet legislated requirement giving current protection to staff from vaccine preventable diseases.
- Implements and monitors a surveillance program for staff exposed to infectious disease to meet established standards.
- Monitors, analyzes and trends HRHSSA regional data of staff injuries to guide interventions and education that prevent further work-related injuries and reduce lost time injuries.
- Monitors, analyzes and trends HRHSSA regional Workers' Compensation claims to reduce time loss from work.
- Evaluates the HRHSSA regional OHS Program through monitoring and analyzing key indicators.
- Delivers a standardized OHS orientation for the HRHSSA region.
- Leads the HRHSSA regional OHS Committee and participates on the NTHSSA territorial OHS Committee.
- Provides regular reports and recommendations to HRHSSA senior management, IPAC/OHS and the broader NTHSSA territorial system.
- Researches, recommends, implements innovative approaches in OHS in collaboration with territorial and regional staff.
- Monitor the health status of employees as it relates to OHS, by interpreting data, surveillance, and conducting workplace surveys.
- Consult with and refer to appropriate stakeholders and specialists (e.g. WSCC, AHS, IPAC, and Public Health).
- Compile outcomes of current occupational health and wellness programs and new initiatives.
- Take a lead role in the provision of clinical support, advice, direction and input into Needle stick and Blood/ Body Fluid Exposure (BBFE) and Communicable Disease Exposure (CDE) processes, follow-up and investigations.
- Monitor the inventory of personal protective stockpile and equipment.
- Monitors a regional hazard identification, assessment and control program.
- In conjunction with senior management, IPAC/OHS implements safe work practices and safe job procedures for the HRHSSA region.
- Implements standardized training modules for health and social services specific occupational risk to prevent loss time injuries including but not limited to use of personal protective equipment, WHMIS/GHS, Transportation of Dangerous goods, back care and ergonomics.
- Ensures the HRHSSA is compliant with system-wide guidelines including but not limited to work place violence prevention, home safety assessment, contractor safety orientation, incident reporting, safe use of vehicles, etc.
- Provide advice to HRHSSA management and Joint OHS Committee regarding various OHS related tools, resources and activities including the interpretation, application, and compliance with prevailing acts, regulations, policies, procedures, practices, and safe accommodations.
- Provide advice to management and staff on occupational health issues and guide them toward organizational and community resources and/or employee assistance programs.
- Remain up to date with current health and safety legislation and promote HRHSSA compliance with NWT OHS legislation and WSCC requirements.

- Provide input from a clinical perspective on staff safety incidents, critical incidents and unusual occurrences involving OHS within the HRHSSA, as well as, on the interpretation of legislation and regulations.
- Actively participate in a variety of planning and decision-making meetings and activities throughout the NWT, ensuring that all staff processes and procedures consider OHS strategies and align with the WSCC and Accreditation Canada standards.
- Utilize clinical expertise to combine knowledge and data collected through the incident reporting system to review staff safety incidents within the HRHSSA, investigate complaints and concerns, identify areas for improvement, and provide insight and recommendations.
- Participate as an active/visible coach/resource for OHS change sponsors.
- Participate in incident investigations, conduct occupational health assessments and monitoring, and worksite hazard assessments.

2. Implements and provides on-going management and evaluation of the IPAC Program to reduce the spread of infection and improve IPAC practices in the region according to established national standards and legislation.

Main Activities:

- Plans, implements, monitors, and evaluates IPAC programming and staff education programs to reduce the spread of infections and improve IPAC practices based on a conducted needs assessments of the HRHSSA.
- Implements and maintains the HRHSSA regional surveillance system for the timely collection, analysis and reporting of communicable diseases to identify and deal with risk and outbreak situations in order to minimize risk to the organization, staff, clients and visitors.
- Shares surveillance data of acute care and long term care areas to the NTHSSA territorial partners.
- Evaluates the delivery of IPAC through development, monitoring and analyzing of key indicators.
- Monitors, analyzes and trends the HRHSSA regional data of nosocomial infections to guide interventions and provides education to prevent further infection transmission.
- Delivers the standardized IPAC orientation for the HRHSSA region.
- Develops and implements practices in compliance with Accreditation Canada's Infection Prevention and Control Standards across the HRHSSA region.
- Leads Accreditation activities as it relates to the infection, prevention and control standards.
- Leads the effective monitoring of all construction projects affecting client-care service areas in the HRHSSA, ensuring compliance with CSA Standard Z317 for facilities maintenance and contractors conducting maintenance or repairs.
- Leads the HRHSSA regional IPAC Committee and participates on the NTHSSA territorial IPAC Committee.
- Provides regular reports (outbreak reports, surveillance reports) and recommendations to HRHSSA senior management, IPAC/OHS and the broader NTHSSA territorial system.
- Researches, recommends, implements innovative approaches in IPAC in collaboration with territorial and regional staff.

- Provides subject matter expertise throughout the HRHSSA on all IPAC incident investigations.
- Provides advice and guidance to department managers and leads within the HRHSSA on infection, prevention and control, and communicable disease management.
- Consult with and refer to appropriate stakeholders and specialists (e.g. Office of the Chief Public Health Officer, local Public Health, NTHSSA territorial IPAC team, laboratory services, environmental health).
- Coordinates the implementation and monitoring of the Canadian Patient Safety Bundles for infection, prevention and control that impact client care including ventilator acquired pneumonia, central lines infections, urinary tract infections and surgical site infections.
- Leads, investigates, coordinates, and evaluates all patient safety incidents, critical incidents and usual occurrences related to IPAC in the HRHSSA.
- Engages in continuing education and professional development to keep abreast of new and emerging trends in the prevention, control, and management of nosocomial infections and communicable diseases.

3. Develops and amends IPAC and OHS policies and procedures.

Main Activities:

- Provide a frontline clinical perspective for the improvement of existing and development of new IPAC and OHS policies, procedures, protocols and guidelines.
- Identifies and develops new, updated or amended HRHSSA IPAC and OHS policies, procedures, protocols and guidelines in collaboration with key stakeholders, evidence-based standards and practices as defined by organizations such as PHAC, CHICA-Canada, APIC and others, and overarching legislation such as Safety Act and Regulations, WSCC Act and Regulations, Health Information Act (HIA), and more.
- Promotes ongoing education and orientation on new, updated or amended IPAC and OHS policies, procedures, protocols guidelines, legislation and professional practice issues (e.g. liability issues).

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

- Knowledge of Infection Prevention and Control management and surveillance including evaluation methods, epidemiology, infectious disease mitigation and outcome indicators.
- Knowledge of how to design and facilitate a change process. The ability to build and work with groups and teams, planning and implementing change, skilled in group dynamics and conflict resolution.
- Ability to acquire and apply knowledge of health and social services legislation in the NWT, including the *Hospital Insurance and Health and Social Services Administration Act*, *Communicable Diseases Act*, *Public Health Act*, *Coroners' Act*, *Safety Act* and regulations, *WSCC Act* and regulations, *Access to Information and Protection of Privacy Act (ATIPP)*, *Health Information Act (HIA)* in order to assess, plan, implement and evaluate OHS and infection control practices.
- Ability to apply a high level of sensitivity in responding to and handling client and staff concerns.

- Knowledge of word processing programs, spreadsheets, and SharePoint.
- Interpersonal and inter-group skills to effectively lead and facilitate internal, external, individual, or multidisciplinary division team or group.
- Organizational, time management, analytical, facilitation and presentation skills to manage multi-disciplinary responsibilities in a timely and effective manner.
- Communications skills, both written and oral, to develop and maintain internal and external networks to achieve work objectives, with the ability to prioritize work in a team based setting.
- 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.
- Ability to prioritize work in a team-based setting.
- Ability to apply creative and innovative approaches to policies and health to meet territorial needs.
- Ability to develop and maintain positive working relationships with individuals, agencies, elected community leaders, and employees to communicate program information, including the ability to obtain and respond to feedback from these individuals.
- Ability to build solid partnerships and strategic alliances based on trust and to work with a variety of people from different backgrounds and personalities.
- Ability to understand the geographical and cultural needs of the people and to apply sensitivity to how community and culture impact the delivery of health care.
- Knowledge of teaching and learning principles.
- Knowledge of, and ability to, analyze, interpret, and apply relevant acts, standards, policies, practices, and procedures in the area of health, safety, and wellness.
- Knowledge of and/or the ability to acquire knowledge of current Government of the Northwest Territories (GNWT) OHS Framework and HRHSSA policies, structures, and administrative systems, and processes.
- Knowledge of, and ability to apply, best practices in OHS Program development and implementation; conducting investigations; interpreting and applying legislation and/or policies.
- Interpersonal skills to maintain working relationships with senior managers and staff from other departments; ability to work in a collaborative manner.
- Strategic thinking skills and judgment, as well as ability to research, analyze and synthesize multiple concepts and priorities.

Typically, the above qualifications would be attained by:

Completion of a Bachelor's Degree in Nursing or other Health Care Profession and a minimum of three (3) years of work-related experience in a health or social services discipline required.

Completion of an IPAC Canada approved IPAC course is required.

Strong knowledge of current OHS legislation and practice would be an asset.

Certification with the Certification Board of Infection Control (CBIC) and membership with Infection Prevention and Control (IPAC) Canada would be considered assets.

Canadian Registered Safety Professional (CRSP) designation or eligibility to attain would be an asset.

Other combinations of experience, education and skills will be considered on an individual basis.

WORKING CONDITIONS

Physical Demands

Exposure to physical strain related to sitting for long periods of time and eyestrain working with a computer.

Travel required to the different building locations within the HRHSSA for onsite visits.

Environmental Conditions

Exposure to crisis situations requiring immediate attention and discussion.

Incumbent will be in contact with patients, families and clients and conducting investigations on nursing units daily within the health care environment posing significant risk for exposure to infectious diseases.

Sensory Demands

Exposure to crisis situations requiring immediate attention and discussion.

Daily the incumbent is required to develop therapeutic client centered relationships with impacted and traumatized individuals, while actively listening, communicating with, and observing patients, clients, and families for cues to determine their mental and emotional status and intervene as necessary.

Mental Demands

Potential disruption to lifestyle caused by work schedule.

Exposure to numerous interruptions that would cause disruption in carrying out duties in a timely manner.

Exposure to emotionally disturbing experiences.

Dealing with unknown factors, uncontrolled work flow and overlapping demand.

Periods of concentration and attention to detail all can cause mental and emotional fatigue and strain.

The incumbent may be exposed to emotionally upsetting experiences while conducting investigations and providing advocacy, support and resources to patients, client, families, staff, lawyers, and other stakeholders.

The incumbent may be exposed to potentially traumatic information because of the details revealed through the incident investigation process.

The therapeutic relationship is initiated when the coordinator discloses to the patient, client or family that trauma has occurred and offers an apology on behalf of the system,. This relationship is then fostered by the coordinator throughout the investigation, which can take many months to complete. Given the nature of the loss or trauma being revealed to the patient, client or family, some patients/clients may become abusive.

The incumbent may be faced with numerous ethical dilemmas that will challenge their morals while investigating incidents.

The incumbent may be exposed to numerous interruptions, unknown factors, uncontrolled workflow and competing demands because of an incident occurrence.

The incumbent may be required to adjust their work hours into the evening and weekends to complete incident investigations.

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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”.