



## Job Description

### IDENTIFICATION

Position Number	Position Title	
U0940	Midwifery Program Assistant	
Department	Position Reports To	Site
Midwifery Services	Manager, Health Records	Hay River Regional Health Centre

### PURPOSE OF THE POSITION

The Midwifery Program Assistant provides clinic support, records management, client registration and administrative support to Clinic Services.

### SCOPE

This position is located at the Hay River Regional Health Center (HRRHC), one of the Hay River Health & Social Services Authority (HRHSSA) locations. 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 midwives provide prenatal, intrapartum and postpartum care as well as some well woman care including abortion referrals. Working in the midwifery clinic, the Midwifery Program Assistant is often the first point of contact with clients who are newly pregnant and is an integral member of the midwifery team. The Midwifery Program Assistant will assist in the evaluation and improvement of work flow.

### RESPONSIBILITIES

#### 1. Provides client registration and administrative services for medical and specialist clinics

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

- Schedules client visits according to specific needs, locally and externally.
- Answers and directs telephone calls, or as needed, takes clear concise messages and refers messages to the appropriate person and/or program.
- Assists clients in completing forms. E.g. Health insurance renewals,

- Arranges for interpreters as required.
- Registers clients upon arrival and ensures all demographic information is current, including healthcare number.
- Maintains client lists such as prenatal/postpartum list
- Books initial and follow up prenatal and postpartum appointments and makes appointment reminder calls
- Collects and distributes faxes coming and going.
- Accepts and records payment for all non-insurable services.
- Participates in the workplace, in a safe and respectful manner.
- Provides secretarial/administrative support to the midwives as directed.
- Assists clients with booking appointments with other services as needed, example ultrasound, dietician, healthy families.
- Books appointments, including travel, for clients going to Yellowknife/Edmonton as well as making sure all relevant documents are forwarded to the proper destination..
- Calls clients to pick-up forms which the practitioners have completed, and collects appropriate fee(s) for the forms.
- Greets clients and directs them to clinic room.
- Ensures reception desk/areas are staffed during regular clinic hours
- Promotes good public relations through courteous and polite work behavior.
- Informing clients of the wait time to see the physicians/specialists if the physicians are attending an emergency; reschedule clients if necessary.
- Records and compiles monthly midwifery statistics
- Completes travel warrants as required.
- Photocopies and faxes forms, travel warrants, referrals, client charts for transfer, letters, Information to other offices: NOW, THIS, GNWT etc.
- Orders and maintains the proper quota of stationary and clinic supplies.
- Assists Practitioners when necessary with the electronic medical record
- Assists in orientating new Practitioners, administrative staff and students to the Midwifery Department
- Shredding confidential material, as required.
- Ensures that Release of Information documents are completed in accordance with HRHSSA policies and procedures relating to the release of this information to 3<sup>rd</sup> parties for example Lawyers, Specialists, RCMP etc. is adhered to.
- Scans & links loose reports into corresponding client electronic file.
- Maintains the electronic scheduler.

## 2. Clinic Duties

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

- Perform pregnancy testing
- Transport specimens to the lab
- Collect and record data such as height, weight
- Prepare examination rooms for clients
- Attends with a client in examination room, upon request of the practitioner
- Direct client flow through clinic, may include some child supervision during appointments
- Keep waiting and examination rooms organized
- Administers requests for clients information from practitioners
- Prepares clinic for opening, client rooms (ensured they are clean and stocked), arranges reception areas with necessary tools to carry out duties, logs into and off all necessary systems

- Prints the day sheets from the EMR for the clinic day and attaches all necessary supporting documents
- Assists practitioners if and when appropriate to enable clients to be seen in a timely manner
- Assist with arranging client transportation to appointments
- Assist with arranging prenatal classes and community events

### **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**

- The responsibility of this position requires the incumbent to have good interpersonal, time management and communication skills to be able to prioritize simultaneous work assignments in an environment where situations change rapidly.

- Knowledge of the midwifery model of care
- Sensitive to and comfortable with working with clients choosing the full range of pregnancy options including parenting, adoption and abortion and facilitating choice
- Sensitive to geographical/cultural needs of the regions and understand how community and culture impact on the delivery of the health care team.
- Ability to handle multiple tasks, meet deadlines while displaying a calm and appropriate manner
- Ability to remain organized and pay attention to detail in order to administer the multitude of activities to ensure clients are served in a respectful, confidential and timely manner, under the stressful day to day operations of the midwifery department
- Knowledge and ability of general office procedure and familiarity with electronic equipment.
- Ability to learn to accurately and efficiently perform clinic support services such as pregnancy testing
- Knowledge of confidentiality protocols and demonstrated ability to apply such
- An understanding of records management with knowledge of medical records and ability to learn and use an electronic medical record system
- Computer literate with an ability to use and/or learn a variety of software programs within a fast paced computerized environment.
- Ability to prioritize
- Ability to accept and account for payments accurately
- Ability to comprehend and follow direction both in writing and verbally
- Ability to independently problem solve and implement a solution within the scope of their responsibility
- Proven knowledge of medical terminology
- Must be able to acquire within a reasonable time frame and remain current with the Non-Violent Crisis Intervention certification

The level of knowledge most commonly preferred is three years clinical experience in a medical or health care setting. Knowledge in medical terminology plus basic computer skills are required. CPR and/or First Aid training is desirable.

## **WORKING CONDITIONS**

### **Physical Demands**

The Clinic Assistant is required to sit, bend, lift, carry, push, pull and stretch throughout the working day. The frequency varies from moderate to high, depending on the activity in the clinics. This may lead to neck, back or arm strain or injury. During stressful situations while interacting with clients or the public, in general it is common to suffer from back/muscle strain before the shift ends.

### **Environmental Conditions**

Frequent interruptions from telephone calls, other staff/physicians/specialists and clients requiring continual prioritizing of work happening simultaneously. The incumbent is exposed to a busy work environment that includes at times screaming, demanding and rude clients (i.e., psychiatric or in physical pain) and/or crying children, as well as exposure to contagious disease carried by clients.

### **Sensory Demands**

The incumbent must pay attention to repetitive details with many interruptions. The incumbent must listen intently to verbal communication by telephone and face to face, understanding clients with a variety of linguistic and cultural backgrounds. Must be able to closely observe and interpret body language. The nature of the work demands long periods of concentration, accompanied by frequent interruptions and reprioritizing one's work duties. The demands and expectations are usually moderate to high in intensity. There is a need to remain focused and acutely aware of all

the activities in the clinics. The senses of hearing, watching, touching and focused listening are extremely important in order to respond quickly to situations.

### **Mental Demands**

The Midwifery Program Assistant is exposed to cultural diversity and needs to be skillful in interacting with sensitivity.

The environment is dynamic and always constantly changing; therefore, the incumbent has no control over their work pace. The clinic assistant must deal with a variety of people every day including clients, midwives and staff in other departments. Because the incumbent is the first point of contact for the clinic, he/she must be professional, empathetic, tactful and diplomatic when dealing with the public. The incumbent may sometimes be confronted with difficult and angry clients dissatisfied about the wait time or appointment scheduling and must be able to handle the client with a calm and professional demeanor. Suffering verbal abuse may at times cause mental fatigue and stress.

The Midwifery Program Assistant is at the center of the office and generally can only leave this area at breaks or mealtime. There is concentrated attention to detail required for prolonged periods of time and exposure to emotionally disturbing people.

**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”.**

New – September 2017 (revised from just Clinic Assistant job description)  
March 2020 – updated reports to