



Job Description

IDENTIFICATION

Position Number	Position Title	
U05-40; U06-40; U07-40 U01-40, CA-1380	Primary Care & Community Health Administrative Assistant	
Department	Position Reports To	Site
Primary Care & Community Health	Manager, Primary Care & Community Health	Primary Care & Public health Clinic & Hay River Regional Health Centre

PURPOSE OF THE POSITION

The Primary Care & Community Health Administrative Assistant provides clinic support, records management, client registration and administrative support to HRHSSA clinical Services.

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), Woodland Manor, Supportive Living Services and/or Náydı Kúę. The HRHSSA is an accredited, integrated health authority that provides the following services: 17 acute inpatient beds (12 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; Primary care 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 HRHSSA 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 Clinics serve this area with approximately 125 clients seen per day.

The Primary Care & Community Health Administrative Assistant provides clerical and administrative support to relieve management and professional staff of routine office, administrative tasks and assist them to facilitate the delivery of comprehensive health programs within the context of territorial policies and practices. The Primary Care and Community Health Administrative Assistant is responsible for documenting and maintaining centralized client information for all clients requiring treatment within the clinics using technologies available, including the directing of incoming and outgoing phone calls to ensure effective communication between external and internal customers, and the scheduling of appointments.

On any given day or week, the Primary Care and Community Health Administrative Assistant could be assigned to any of the key areas of responsibility. For example, one week the Primary Care and Community Health Administrative Assistant might be providing client registration and administrative services; the next perhaps working in records management and the following week organizing staff professional development in-services for HRHSSA employees. The incumbent must be proficient in all areas of responsibility, and no one area is more important than the other. The incumbent must be able to transition effortlessly between responsibility areas. The need to understand medical terminology is present in all responsibility areas. The incumbent reports to the Manager of Primary Care & Community Health or the supervisor of Primary Care/ Public Health. This position provides administrative support to the Primary Care and Community Health department. This position requires discretion, independent judgement, and knowledge of secretarial, reception and administrative support procedures. The delivery of services has a direct impact on the quality of life and satisfaction for the clients of HRHSSA Primary Care and Community Health services.

RESPONSIBILITIES

1. Provides client registration and administrative services for Primary Care, Public Health, 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.
- Arranges for interpreters as required.
- Registers clients upon arrival and ensures all demographic information is current, including healthcare number.
- Maintains client lists such as wait, callbacks and cancellations.
- Rebooks client appointments as necessary. Cancel and/or reschedule clients' appointment when clinicians need an appointment to be cancelled and/or rebooked to accommodate urgent referrals.
- Accepts and records payment for all non-insurable services.
- Participates in the workplace, in a safe and respectful manner.
- Provides general information about Primary Care & Community Health services to clients, the public and other departments, and outside agencies.
- Liaising with NTHSSA, HRHSSA, Tli Cho, South Mackenzie Correctional Center (SMCC), schools, daycares, office the chief medical officer of the NWT, etc. to coordinate appointments for clients and professional community health disciplines.
- Provides prenatal information, including awareness of the 37-week transfer policy; arranging referral to an outside facility/physician, tracking lab results to ensure file is complete for transfer; ensuring release of information is signed and travel is arranged.
- 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 waiting room.
- Participate in the orientation of new professional staff to office procedures (such as time sheets, communication system, chart and filing system, etc.).
- Promotes good public relations through courteous and polite work behavior.
- Informing clients of the wait time to see providers, LPN, RN, CHN, NP or MD if the physicians are attending an emergency; reschedule clients if necessary.

- Records and compiles daily statistics under the direction of the Manager of Primary Care & Community Health and/or supervisor.
- Completes travel warrants as required.
- Photocopies and faxes forms, travel warrants, referrals, client charts for transfer, letters, information to other offices: THIS, GNWT etc.
- Orders and maintains the proper quota of stationary supplies.
- Assists all providers, within Primary Care & Community Health, when necessary, with the Electronic Medical Record
- Assists in orientating new Physicians and Nurse Practitioners
- Assists with orientating new staff to the reception & scanning/linking workstation.
- Shredding confidential material, as required.
- Ensures that the Release of Information document is completed in accordance with HRHSSA policies and procedures relating to the release of this information to 3rd parties for example Lawyers, Specialists, RCMP etc. is adhered to.
- Writes invoices and provides information for the Fee Process
- Scans & links loose reports into corresponding client electronic file.
- Maintains the electronic scheduler.
- Attend staff education programs and in-services; and
- Help organize professional development in-services for HRHSSA employees.
- Ensures all documentation is accurate with client demographics, diagnosis, and signature for billing purposes.

2. Facilitate appropriate and necessary client care through professional management of client records in a timely manner:

Main activities:

- Coordinate new referrals by creating required charts that are specific to discipline, guidelines, and diagnosis.
- Ensure all information is accurate and updated including client demographics and history and updating any changes in the electronic medical patient database system.
- Ensure old and new files are coordinated for the clinician to have all relevant information available to them, to provide well-informed care.
- Obtain files, documents, and background information such as immunization records, school files and discharge summaries, for the professional and management staff.
- Pull and file all charts with diligence before and after treatment services.
- Archiving all community health department clients' charts, who have been discharged from their respective community health program.
- Maintaining an accurate client chart by obtaining all medical reports from other departments and agencies.
- Communicate with external agencies (such as WSCC, FMBS, NIHB, other health care facilities, etc.) via faxing and receiving all required documents in a highly confidential manner; and
- Shred confidential material, as required.

3. Provide highly skilled secretarial and administrative support to the Manager, Primary Care & Community Health, Primary Care Supervisor and the Primary Care & Community Health Team, in accordance with guidelines and policies of HRHSSA and procedures as per individual community health program.

Main Activities:

- Filing, photocopying, and faxing.
- Provide word processing support as required to the Primary Care & Community Health Team.
- Interact with staff, other health centers and government agencies to obtain and/or forward information.
- Collect and collate information and compile statistical data, such as utilization reports, etc.
- Assist with updating of community health manuals and creating educational materials for staff, clients, and the public.
- Inform staff of schedule changes, meetings and other information deemed necessary by the Supervisor/ Manager
- Develop necessary spreadsheets, forms, calendars, etc. using computer programs to meet the needs of the Primary Care & Community Health Team.
- Facilitate creating and updating all policies, forms, procedures, checklists, etc. on the network drive for the Primary Care & Community Health Team.
- Tally and calibrate client survey results, necessary for accreditation purposes.
- Prepare agenda correspondence, take, and prepare minutes at department staff meetings and any other duties set out by the Supervisor/ Manager
- Recommend revisions of office and administrative procedures to maximize efficiencies and still maintain confidentiality of client information and HRHSSA documentation.
- Other duties and projects, as assigned by the Manager of Primary Care & Community Health.
- Receive fees for client services and issues receipts.

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 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.
- 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 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 Primary Care & Community Health clinics.
- Knowledge and ability of general office procedure and familiarity with electronic equipment.
- Experience in dictation transcription is essential.
- 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 of 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
- Ability to work independently with little guidance and or/direction.
- Good Working knowledge of the collective agreement
- Adaptable and flexible.
- 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 preferred is three years clinical experience in a medical or health care setting. Knowledge in medical terminology plus basic computer skills is required. CPR and/or First Aid training is desirable.

WORKING CONDITIONS

Physical Demands

The Primary Care & Community Health Administrative 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. Exposure to contagious disease carried by clients is daily and is in moderate intensity.

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, and to closely observe 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 to act quickly to situations.


Mental Demands

The environment is dynamic and always constantly changing; therefore, the incumbent has no control over their work pace. The Primary Care & Community Health Administrative Assistant must deal with a variety of people every day including clients, physicians, and 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 Primary Care & Community Health Administrative 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>_____ Primary Care & Public health Manager</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>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</p>	<p><u>08 January 2025</u> _____ Date</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 – May 2011
- Scope – August 2011
- Added 2 position numbers April 16, 2012
- Scope – Dec 2016
- Commitment to Client Centered Care – March 2017
- February 2022 – NVCI & Náydi Kúę location update
- 14 November 2024- Primary Health Care reform, inclusion of PH to primary care at the HRHSSA Health Center clinic.