



## Job Description

### IDENTIFICATION

Position Number	Position Title	
U01137	Physician Administrative Coordinator	
Department	Position Reports To	Division/Region(s)
Physician Clinics	Manager, Primary Care & Community Health	HRHSSA/NTHSSA

### PURPOSE OF THE POSITION

The purpose of the Physician Administrative Coordinator is to provide a full range of professional administrative support for the South Area Medical Director (SAMD) and physician staff in the Hay River Health and Social Services Authority (HRHSSA) in an accurate and timely manner to contribute to the effective operation of the Hay River Health and Social Services Authority (HRHSSA) and the Northwest Territories Health and Social Services Authority (NTHSSA) Medical Services. The position also supports the orientation of new physicians, locum physicians, and medical learners, scheduling, and completion of quarterly payroll documents, and is a link to physician recruitment services and the Office of Medical Affairs and Credentialing (OMAC). The position is the first point of contact for physicians and medical learners in the HRHSSA.

The incumbent will provide services at the Hay River Regional Health Centre. It is expected that the incumbent will work collaboratively to ensure all work is completed in a timely manner. Responsibilities are diverse.

### 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.

While the Tłıchq Community Services Agency (TCSA) will operate under a separate board, and the Hay River Health and Social Services Agency (HRHSSA) will in the interim, the NTHSSA will set clinical standards, procedures, guidelines and monitoring for the entire Northwest Territories. Service Agreements have been established with Hay River Health and Social Services Agency (HRHSSA) and Tłıcho Community Services Agency (TCSA) to identify performance requirements and adherence to clinical standards, procedures, guidelines and policies as established by the NTHSSA.

Under the direction of the Minister of Health and Social Services, the NTHSSA is established to move toward one integrated delivery system as part of the government's transformation strategy.

All physician services in the NWT are managed by the NTHSSA, directly in its own regions and by formal Memorandums of Understanding with the Tłıchq Community Services Agency (TCSA) and Hay River Health and Social Services Agency (HRHSSA).

Reporting administratively to the Manager of Primary and Community Care, with functional direction from the Manager of OMAC and the SAMD. The Physician Administrative Coordinator is responsible for providing direct administrative support to the SAMD in managing physicians within the HRHSSA. The incumbent also provides support services to the transient contracted and locum staff as well as for local medical learners.

In addition to administrative duties, the incumbent coordinates physician contract services. This includes, but is not limited to working with OMAC to ensure appropriate numbers of permanent and locum staff, arranging travel, orienting new contracted medical professionals, and liaising with the OMAC office. The incumbent is required to carry out his or her duties in a professional manner in order to maintain the professional image of the HRHSSA and the NTHSSA.

This position involves dealing with highly confidential and sensitive information that could impact upon clients and employees of the HRHSSA and/or the NTHSSA. The incumbent may be required to troubleshoot urgent travel issues for medical staff, locums and learners. This position is also responsible for undertaking special tasks, projects and assignments which are confidential and sensitive in nature.

## **RESPONSIBILITIES**

### **1. Provide direct administrative support to the South Area Medical Director (SAMD).**

#### **Main Activities:**

- Completing filing, photocopying, mailings, word-processing, printing, faxing and

other administrative tasks as requested by SAMD and Physicians.

- Transcribes, distributes, and reproduces correspondence, documents, and reports. Assists in the preparation of correspondence, documents, reports, presentations, information packages and briefing notes. Prepares and processes correspondence related to assigned duties, responsibilities, and authority.
- Booking meetings, meeting rooms, and teleconferences as requested.
- Scheduling, preparing draft agendas, minute taking and maintaining action lists and reports for follow up items as requested by the SAMD.
- Processing all travel claims, invoices, etc. for payment by the Finance Department including completing invoice cover sheets, coding as appropriate, and logging all incoming and outgoing documents.
- Completing visa reconciliation for SAMD review and signature
- Booking appointments and assisting in scheduling for SAMD.
- Arranging and booking travel to the communities for the SAMD.
- Completing and distributing schedules as directed by the SAMD.
- Tracking budget and expenditures as required.
- Preparing, verifying and processing receipts for travel expenses related to physician travel for work or CME.
- Works closely with SAMD and OMAC office to support the processing of Physician CME/ duty travel claims in accordance with NTHSSA policy.
- Works closely with SAMD and OMAC office to support the processing physician leave requests in accordance with NTHSSA guidelines.
- Assists the SAMD with physician management tasks (including scheduling and document management) including by not limited to Periodic Reviews, Locum Feedback, and Locum Initial Review (LIR).
- Maintaining an efficient filing system, including a 'bring forward' system.
- Ensuring organized and efficient filing of mail and incoming documents in physician mailboxes, including ensuring mail is appropriately redirected when physicians are unavailable.
- Working with, and accessing, the highest level of confidential organizational, legal, labour relations, financial, personnel, and client information including confidential information relating to patient care. Exercises judgement, tact and discretion in preparing, disclosing and handling information of a confidential and/or sensitive nature.
- Perform other duties as required.

## **2. Leads Physician recruitment in conjunction with the Office of Medical Affairs and Credentialing ensuring coverage for a full complement of physicians**

### **Main Activities:**

- Acting as a regional point of contact to support the recruitment and on boarding of physicians.
- Maintain a listing of physicians available to provide short-term services.

- Contacting physicians to fill vacancies, which may include following up on leads and contacting previous practitioners.
- Provides Territorial Physician Recruiter in OMAC weekly, monthly and quarterly reports on current locum resources, needs and upcoming vacancies.
- Provides data and other relevant information as and when needed for needs analysis and workforce planning.
- Provides Territorial Physician Recruiter regional materials, when required to attend recruitment fairs.

**3. Providing administrative support for onboarding and orientation of physicians, medical residents and students for the HRHSSA and NTHSSA.**

**Main Activities:**

- Acting as a regional point of contact to support the recruitment and on boarding of physicians
- Maintaining the physician orientation manual, arranging for orientations of new and locum physicians involving appropriate program managers, and ensuring that the appropriate documentation is circulated to all departments.
- Conducting orientation and arranging for documentation sessions with all new physicians regarding day-to-day operations, benefit entitlements, scheduling processes and general employment
- Prepares onboarding packages (aligned with OMAC policies and resources) for physician to ensure they are provided with all necessary, updated and accurate documents and contact information required for working in the NWT. Will complete onboarding packages
- Provides necessary information to the physicians as part of the off boarding process (aligned with OMAC policies and resources) to ensure appropriate and timely handoff and return of documents, timesheets, housing keys and other relevant materials
- Coordinate, schedule and reserve travel for visiting locum physicians.
- Coordinates and schedules site visits and various orientation sessions (EMR, clinical, etc.) for new and returning physicians in Hay River.
- Maintaining complete and accurate records of documentation pertaining to physician contracts and payroll.
- Completes all necessary IT related forms and documentation such a iEHR forms for all regions to ensure locums have access to the patient information upon arrival so they can provide the right care to the patients during their visits.
- Coordinates accommodations and housing services for locum physicians
- May be required to pick-up and drop-off physicians from airport as required outside of regular work hours.
- Troubleshoot urgent travel issues for medical staff, locums and learners.

**4. Administer and monitor appropriate physician schedule and call back programs to ensure operations are processed correctly, timely and in accordance with physician contracts.**

**Main Activities:**

- Developing, implementing, coordinating, updating and distributing the monthly physician schedule to ensure appropriate coverage for all services in consultation with the SAMD for all regions.
- Responds to all requests for shift changes that may occur in the schedule while ensuring balanced coverage of physicians. This includes contacting physicians on short notice to fill a gap in the work schedule that may have been created by a sick call or last minute travel delays.
- Preparing, verifying and processing physician bi-weekly time sheets, monthly on-call/call back statistics and quarterly physician reports for the SAMD's signature.
- Reviewing accuracy of expense claims for physicians prior to coding and referring documents to the SAMD for approval.
- Working closely with the SAMD and OMAC office to balancing leave credits against physicians requests for leave prior to referring leave requests to the SAMD for approval.
- Coordinates with regional finance department to ensure locums pay and reimbursements are processed in a timely manner.

**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 HRHSSA 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 incumbent must have strong organizational skills and experience providing a high level of service, both to the employer and the public.
- They must be efficient in a variety of word processing, data collection, and spreadsheet and information exchange software programs and have the ability to communicate effectively both orally and in writing, using tact and diplomacy when dealing with colleagues and the public.
- Advanced organizational, communication, interpersonal skills, and knowledge of office and administrative procedures are essential.
- The incumbent must have the ability to problem solve, work independently, exercise initiative and judgement and make responsible decisions within their scope of assigned authority.
- The incumbent must have knowledge of the interrelationships within the department, government as a whole, and with external organizations and issues. This includes being sensitive to geographical and cultural differences.
- The incumbent will require experience working in a cross cultural environment.
- Must hold a valid class 5 driver's license.
- • Must be able to acquire within a reasonable time frame and remain current with the Non-Violent Crisis Intervention certification.

### **WORKING CONDITIONS**

#### **Physical Demands**

Standard office environment

#### **Environmental Conditions**

Work is conducted in an office environment within a hospital with exposure to health care workers, patients and members of the public. In this environment confidential and sensitive documents and files must be managed.

**Sensory Demands**

Incumbent is subjected to eyestrain on a daily basis. Moderate intensity.

**Mental Demands**

Incumbent deals with constant demands and interruptions from phone, fax, employees, etc. which makes it difficult to complete tasks in a continuous manner. Constant attention must be given to prioritizing tasks. May be required to conduct work outside of regular working hours.

Must remain calm and focused while making accurate judgements and decisions when dealing with physicians and staff. Must remain organized and focused when dealing with conflicting priorities and short deadlines. Must be apt at problem solving, from managing change and transition to resolving operational or professional disputes, in collaboration with others.

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

Two year diploma in administration or health services administration plus a minimum of two years of experience in an administrative position in a health care environment.

**CERTIFICATION**

**Position Number:**

<p>Employee Signature</p> <hr/> <p>Printed Name</p> <hr/> <p>Date</p> <p>I certify that I have read and understand the responsibilities assigned to this position.</p>	<p>Supervisor Title</p> <hr/> <p>Supervisor Signature</p> <hr/> <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 style="text-align: right;">_____ 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”.**

- January 2020 – new position
- March 2020 – updated position report to
- November 2020 – updated position report to