



Tłıchǫ Community Services Agency
Dę Náke Lani Náts'etso • Strong Like Two People

Department	Position Title	
Tłıchǫ Community Services Agency	Relief Clerk Receptionist, Long Term Care	
Position Number	Community	Division/Region
27-16079	Behchokǫ, NT	Health and Social Program/ Tłıchǫ

PURPOSE OF THE POSITION

The Relief Clerk Receptionist is responsible for providing reception, clerical and administrative services for the Long Term Care Facility (LTCF) in accordance with Tłıchǫ Community Service Agency policies, procedures and practices.

SCOPE

The scope of the Tłıchǫ Community Services Agency (TCSA) is to manage the delivery of a range of integrated public GNWT and First Nations health, wellness and education programs and services for the Tłıchǫ communities of Behchokǫ, Gamètì, Wekweeti and Whatì. Established in 2005 as part of the Tłıchǫ Agreement, the Agency is designed to be an interim GNWT organization through which the Tłıchǫ Government will eventually exercise their treaty rights for self-government. The Agency serves approximately 3,000 people, employs 230 staff and has an annual budget approximately of 30 million dollars. Programs and services include K-12 education, health and wellness, child and family services, mental health and addictions, continuing care and independent living.

The Tłıchǫ Community Services Agency vision "Strong Like Two People" is a metaphor for the desire by community leadership to build an organization, and create programs and services, that recognize the strength and importance of two cultures. Local Tłıchǫ and non-Tłıchǫ knowledge have complementary strengths, which together can achieve solutions to contemporary problems which neither could alone.

The Long Term Care Facility in Behchokǫ, the Jimmy Erasmus Seniors Home (JESH), is a level three (3) territorial facility serving the residential needs of 16 seniors admitted through the Territorial Admissions Committee and the needs of 2 respite/palliative clients.

Residents within the Long Term Care Facility are usually long-term convalescent, geriatric or respite patients. These residents live within the facility and are experiencing a chronic illness or disability that has resulted in physical frailty and/or cognitive impairment and require 24-hour care. The residents' medical outcomes are somewhat predictable.

Located in Behchokq the Relief Clerk Receptionist reports to the Clinical Care Coordinator, and is responsible for providing courteous and culturally sensitive reception and clerical services to residents, staff, family members, service providers and the public. This position is central to the coordination of communications within the Home as the Clerk Receptionist is the first point of contact within JESH. The incumbent will be required to prioritize competing demands for service from staff, residents, their families, and the community while delivering service in a professional and respectful manner.

Establishing relationships with aged residents who may be ill or disabled can be stressful and chronic care residents may be especially demanding of the incumbent. Family members can be challenging and may lack understanding of the limits to care in a facility. Patience, tact, and sound judgment are required as well as the ability to use non-violent crisis intervention techniques, at all times with due regard for Tłıchq culture and traditions.

RESPONSIBILITIES

1. Provide receptionist services and clerical support in order to ensure efficiency and effectiveness within the Long Term Care Facility.

- Receive, direct and relay telephone and fax messages.
- Direct residents, callers and visitors to the appropriate staff member.
- Monitor the activities of the residents near the front entry to ensure safety and security.
- Sort and deliver the mail.
- Forward incoming invoices to the appropriate TCSA financial unit to provide coding and authorization.
- Maintain the general filing system and filing all correspondence.
- Assist in the planning and preparation of meetings, conferences and conference telephone calls.
- Maintain an adequate inventory of office supplies.
- Respond to public and client inquiries.
- Provide data entry, word processing and secretarial support.
- Manage resident information and contact sheets.

2. Perform clerical duties in order to maintain LTCF administration.

- Develop and maintain current and accurate electronic and hard copy filing systems.
- Prepare newsletters, pamphlets and promotional materials using the various computer software packages.
- Schedule, confirm and change residents' appointments and advise thereof.
- Assemble and maintain client files according to procedures.

- Register residents and enter information in the computerized client information system as directed by staff.
- Ensure that all resident information is filed in a safe and secure place.
- Prepare and maintain current mailing list, print mailing labels, compile and send out material as directed by staff.
- Update reference manuals and protocol manuals as directed by the supervisor.
- Proofread, printed material, obtain originator's signature, duplicate and distribute.
- Coordinate the repair and maintenance of office equipment.
- Submit monthly tenant and occupancy reports.

3. Perform other related duties as required:

- Assist staff with email, Electronic Medical Record, PeopleSoft.
- Record staff attendance.
- Coordinate fob administration to new staff and or replacement fobs.
- Recommend changes to office procedures to promote best practices.
- Assist Clinical Care Coordinator with monthly newsletter.
- Assist with volunteers programming.
- Interprets and translates verbal Třichř/English for LTCF residents in order to facilitate correct and timely communication for timely and effective program delivery.
- Ensure annual income tax returns are completed for all residents.
- Transportation of clients as needed.
- Perform other related duties as required.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

For entire shifts the incumbent will have moderate levels of exposure to communicable diseases (i.e. TB), body fluid and hazardous materials (sharps, toxic cleaning and sterilizing solutions).

Sensory Demands

No unusual demands.

Mental Demands

No unusual demands.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of clerical, reception and office administration functions.
- Ability to use Internet, windows based operating software including PeopleSoft and Microsoft Office software including WORD, Excel, Outlook, and Electronic Medical Record.

- Knowledge of the security system and the safety and security of residents.
- Ability to use phone system, photocopier and fax, Internet,
- Ability to act independently to set priorities.
- Ability to communicate effectively and in a caring, professional manner.
- Ability to maintain client confidentiality and keep personal and medical information private and confidential at all times.
- Ability to control strong emotions such as anger, frustration, and/or stress.
- Ability to break problems into simple lists of tasks or activities.
- Listening, understanding and responding; able to demonstrate objective and active listening and behave in a helpful and responsive manner.
- Ability to follow through on client/patient inquiries and requests.
- Ability to demonstrate cultural sensitivity.

Typically, the above qualifications would be attained by:

Completion of High School (Grade 12 / Secondary School Diploma) and one (1) year of office administration experience. Assets include office administration and/or medical administration training. Equivalencies will be considered.

ADDITIONAL REQUIREMENTS

Proof of immunization in keeping with current public health practices is required.

Current CPR and First Aid

Position Security

- ☐ No criminal records check required
- ☒ Position of Trust – criminal records check required
- ☐ Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

- ☐ French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

READING COMPREHENSION:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

WRITING SKILLS:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

- ☐ French preferred

Indigenous language: Tlicho

- ☐ Required
- ☒ Preferred