



Government of
Northwest Territories

IDENTIFICATION

Department		Position Title	
Northwest Territories Health and Social Services Authority		Supervisor, Occupational Therapy	
Position Number(s)		Community	Division/Region(s)
17-5926		Yellowknife	Rehabilitation Services/Stanton

PURPOSE OF THE POSITION

The Supervisor, Occupational Therapy is responsible for the day to day clinical supervision and the clinical leadership expertise for the planning of Occupational Therapy (OT) services and practice guidelines to improve quality of care, enhance the clinical outcomes of clients and further the professional growth of Occupational Therapists (OTs) within Stanton.

SCOPE

Stanton Territorial Hospital is an accredited facility, located in Yellowknife, Northwest Territories (NWT). Stanton is the referral center for approximately 43,000 NWT residents and 5,900 residents from the Kitikmeot Region of Nunavut. Stanton provides health care services to adults and children on an inpatient/outpatient and outreach basis in order to restore health with dignity. Stanton maintains a tobacco free environment within the building and throughout the property, recognizing the health hazards associated with tobacco in the workplace, both to smokers and non-smokers alike.

The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of Hay River and Tłı̄chǫ regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-aboriginals. Health and social services includes the full range of primary, secondary and tertiary health services and social services including family services, protection services, care placements, mental health, addictions, and developmental activities, delivered by more than 1,400 health and social services staff.

While the Tłıchǵ Community Services Agency (TCSA) will operate under a separate board and 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 will be established with these boards 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.

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The Supervisor, Occupational Therapy reports directly to the Manager, Rehabilitation Services and provides day to day clinical supervision to a combined staffing complement of 12 consisting of Occupational Therapists, Rehabilitation Assistants, a Clinical Program Assistant and a Recreation Therapist. The budget for the OT Department is approximately \$1.4 million and the incumbent has a signing authority of up to \$5000 per transaction for equipment and supplies.

The Supervisor, Occupational Therapy models and promotes clinical excellence by providing seasoned advice and recommendations to OTs and other healthcare professionals.

As a mentor, educator, researcher and consultant in OT practice, the incumbent helps guide OTs from task orientation to more empowered analytical thinking in their day to day assessment and treatment approaches. These provisions have a direct impact on the quality of services delivered to clients and their families, and on the cost of the services provided.

A highly skilled and experienced clinician, the incumbent must have fundamental knowledge in all areas of occupational therapy related to their service as opposed to a specialization in one area.

The OT Department has approximately 5,000 encounters a year (approximately 4 to 6 encounters per Therapist per day). Physicians, nurse practitioners, community nurses and midwives may refer patients to Occupational Therapy. Schools may refer directly for school-based services. The incumbent also manages a clinical caseload in the OT Department in accordance with the Code of Ethics and Rules of the Canadian Association of Occupational Therapists (CAOT) and the philosophy and objective of the Stanton Hospital and the NTHSSA. This includes the provision of diagnostic, intervention, treatment, preventative, educational, counseling and referral services for patients whose health and function is affected by developmental, cognitive, physical and mental health challenges. Based on operational requirements, he/she may also be required to provide coverage in other program areas of OT on a short-term basis and is expected to have entry-level knowledge of those services.

RESPONSIBILITIES

1. Leads the delivery of safe and effective, client/patient and family centered services within the Occupational Therapy program.

Main Activities:

- Develops departmental procedures, clinical protocols, processes and practice guidelines to improve client/patient care.
- Ensures that clients/patients have appropriate support, including social and emotional supports, access to family and community members, and regular social activities and programming.
- Ensures the cultural needs of indigenous clients/patients are respected and effectively addressed.
- Ensures that French patients are able to obtain appropriate access to services in the French language.
- Assists patients in obtaining services in their own language as required.
- Participates in STH and territorial quality improvement planning to ensure a standardized approach to nursing care with patients.
- Monitors the quality of Stanton OT clinical practice.
- Identifies and analyzes clinical outcome measures, program evaluations and performance indicators in coordination with the hospital Quality Management program.
- Ensures that the unit has a practice environment that has the organizational and resource allocations necessary for safe, competent and ethical care.
- Develops core competencies required for OT services and assesses individual therapist clinical competencies in order to identify learning and mentoring needs.
- Provides mentoring and leadership to peers, students and other members of the health care team to develop skill levels necessary to achieve the standard of care.
- Models a respectful work environment that ensures effective, efficient and quality service is provided from intake to discharge.
- Assists in the determination of resource allocation as well as program planning and revision with a focus on continual improvement.
- Coordinates or delegates coordination of student placements.
- Gathers departmental statistical information and quality improvement data and provides reporting to management on the results being achieved by the program.
- Works collaboratively with the Manager, Rehabilitation Services, Speech Language Pathology staff and other key stakeholders (including but limited to, Territorial Managers, Quality Specialists, Practitioners, School representatives) to develop, implement, monitor and report on quality improvement initiatives.

2. Supervises the daily operational activities and clinical practices of the OT program.

Main Activities:

- Participates in the recruitment, hiring and orientation of new staff.

- Provides feedback to the Manager and staff, including regular performance reviews, to ensure staff performance meets operational requirements and standards of care.
 - Initiates corrective or disciplinary action as appropriate.
 - Approves PeopleSoft/payroll entries and monitors attendance.
 - Coordinates leave, travel and other staff activities to ensure sufficient service coverage and efficient use of staff, equipment and space.
 - Ensures staff maintains required certification, e.g. CPR, provincial licensure.
 - Ensures that the stock of department supplies and equipment is adequate and facilitates the ordering of supplies and equipment repairs as required.
 - Monitors expenditures to ensure they are carried out in accordance with policy and are within approved financial limits.
 - Provides information and recommendations on capital expenditures, proposals and facility planning.
 - Participates in committees, task teams, and research projects as required.
- 3. Provides direct care to a wide variety of patients requiring occupational therapy using a problem solving approach and in accordance with the standards, guidelines and scope of occupational therapy to facilitate individualized patient care.**

Main Activities:

- Assesses, prescribes, implements, documents and evaluates care and modifies as necessary to ensure a coordinated, holistic and client centered approach to patient care based on best practices.
- Provides consultation and professional opinion on diagnosis, prognosis and appropriate treatment and follow-up of clients to medical specialists, family physicians, community nurses and other health care professionals.
- Coordinates community clinics and collaborates with community healthcare staff, school staff and other stakeholders to determine schedule, service delivery and ongoing follow up.
- Educates family/care providers and monitors delivery of therapeutic plan delegated to community health care staff.
- Promotes the scope and role of OT to external agencies.
- Provides functional expertise and direction in consultation with other agencies.

WORKING CONDITIONS

Physical Demands

The Supervisor, Occupational Therapy will be providing some patient care. Approximately 40% of the incumbent's day will be spent bending and standing in awkward positions providing physically demanding services (i.e. repetitive and forceful use of hands) to clients while providing assessment or care. The incumbent transfers patients who require assistance and moves and lifts children and heavy therapeutic equipment during service provision. This often requires lifting equipment above shoulder height.

While visiting smaller communities the incumbent will need to travel with heavy baggage that holds testing equipment (i.e. diagnostic resources, therapeutic equipment, etc.).

Environmental Conditions

During their day an incumbent may be exposed to communicable diseases, blood and body fluid that can result in potential health risk to the incumbent. While fabricating or adapting orthotic devices there may be dust from sanding as well as fumes from glue and solvents.

During home visits the incumbent may be exposed to unsanitary conditions, cigarette smoke and loud noises (e.g. crying baby).

Sensory Demands

The Supervisor, Occupational Therapy will be required to use the combined senses of touch, sight and hearing during assessment and provision of care in a variety of settings that vary from controlled (e.g. hospital) to uncontrolled (e.g. patient's home). Uncontrolled settings may be distracting for both the incumbent and the patient (noise level, visual commotion, etc.).

The incumbent must be constantly aware (50% of the workday) of patients' physical and emotional needs (mood, hygiene, etc.). Patients may be unable to request assistance when required, therefore the incumbent must maintain alertness at all times.

The incumbent will be required to perform long periods of intense concentration reviewing and analyzing data and writing procedures or protocols.

Mental Demands

The Supervisor, Occupational Therapy has the opportunity to develop relationships with the clients of the Rehabilitation Services Department. The incumbent is expected to remain calm, controlled and professional, regardless of the situation and demonstrate compassionate care to the client, family and other members of the health care team.

The incumbent will travel to communities approximately 10 days per year depending on their service allocation, which may cause stress on the incumbent's family and social life.

There is uncertainty in knowing what to expect while at work, especially in uncontrolled settings (e.g. home visits). There is legitimate concern about risk of verbal or physical assault and unknown and unpredictable situations (e.g. patients or family members under the influence of alcohol).

In addition, within the health care setting there can be significant lack of control over the work pace, with frequent interruptions that may lead to mental fatigue or stress.

The incumbent is required to be motivated and innovative in the area of continuing education and practice to encourage the professional growth of self and others.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of current accepted standards of rehabilitation practice with a broad base of skills and clinical experience.
- Knowledge of applicable protocols, policies, regulations and legislation.
- Ability to lead and foster excellence in multi-disciplinary client service delivery.
- Knowledge of education principles related to adult learners required to develop and deliver subject specific training and development.
- Ability to work with individuals at all levels in a variety of organizations at the community, regional and territorial level.
- Knowledge of and sensitivity to cultural, social, gender and age dynamics as they relate to the delivery of primary health care programs and services with an ability to deal with a variety of people in a non-judgmental manner.
- Sensitivity to issues, and the ability to lead in a collaborative way to inspire, influence and persuade.
- Research and evaluation skills to conduct reviews and analyze or compare practices against evidence based and accepted standards.
- Ability to develop new programs, to facilitate creative problem solving using a situational approach and incorporating conceptual, analytical, interpretive, evaluative, intuitive and constructive thinking skills.
- Excellent written and oral communication skills including listening, observing, identifying and reporting; including an ability to communicate effectively and efficiently to a divergent group of people. This includes an ability to communicate and interact professionally and effectively with irate clients.

Typically, the above qualifications would be attained by:

This level of knowledge is typically acquired through the successful completion of a Master's Degree in Occupational Therapy and five years of clinical OT practice. Two years of experience as a supervisor in a health discipline would be considered an asset.

ADDITIONAL REQUIREMENTS

Stanton Territorial Hospital Requirements

Within Stanton, Occupational Therapists must maintain active membership with an accredited Occupational Therapy provincial college or a practicing member of the Canadian Association of Occupational Therapists (CAOT)

Within Stanton, all Occupational Therapists must have or be able to acquire within a reasonable time frame and remain current with the following certifications:

- CPR
- Fire Training/Fire Extinguisher Training
- FIT Testing
- Privacy and Confidentiality
- Social Media Training

- Workplace Bullying/Respectful Workplace
- Workplace Safety Awareness Training
- Workplace Hazardous Materials Information System
- Aboriginal Cultural Awareness Training
- Biohazardous Waste Training
- Emergency Response Training

Previous supervisory experience would be an asset.

Position Security (check one)

- ☐ 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

Aboriginal language: To choose a language, click here.

- ☐ Required
- ☐ Preferred

