



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Territorial Specialist, Audiology	
Position Number	Community	Division/Region
48-17266	Yellowknife	Rehabilitation and Continuing Care Services / Yellowknife Region

PURPOSE OF THE POSITION

The Territorial Specialist, Audiology (Specialist) is responsible for the day-to-day clinical leadership and subject matter expertise for the planning of Audiology services and practice guidelines to improve quality of care, enhance the clinical outcomes of clients and further the professional growth of Audiologists within Northwest Territories Health and Social Services Authority (NTHSSA).

SCOPE

The NTHSSA is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of Hay River and Tłıchǫ 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 include 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 Tłıchǫ 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.

The NTHSSA administers health and social services to the residents of the Yellowknife (YK) Region in the NWT. The NTHSSA directly and contractually employs over 300 staff who deliver



these services in Yellowknife, Ft. Resolution, Łutsel K'e, Ndilo, and Dettah for the YK Region. The NTHSSA provides and supports the delivery of services to adults, children, and seniors on an inpatient, outpatient and outreach basis at multiple sites across the city of Yellowknife and the Communities of Łutsel K'e, Ndilo, Dettah, and Ft. Resolution. These services include community-based social services, a public health clinic, primary care services, rehabilitation services, home and community care services, and long-term care/extended care services.

There are four regional rehabilitation teams located in Fort Smith, Hay River, Inuvik and Yellowknife. Rehabilitation services consist of audiology, occupational therapy (OT), physiotherapy (PT) and speech language pathology (SLP). All teams provide PT, OT and SLP services; the Yellowknife and Inuvik teams provide audiology services. Each regional team is responsible for delivering services within the community where they are located as well as other smaller communities. The provision of regional services is achieved using various methods of delivery including community travel clinics, telehealth, telephone, etc. Child Development Teams (CDT) are located within the Yellowknife and Inuvik rehabilitation teams. Additionally, a territorial Youth Fetal Alcohol Spectrum Disorder (FASD) Diagnostic and Family/Community Support program is embedded in the Yellowknife CDT.

The Specialist reports directly to the Territorial Manager, Audiology and Speech Language Pathology (Manager) and provides day to day clinical leadership to a combined staffing complement consisting of Audiologists, Hearing Aid Practitioner(s) (HAP), Hearing and Speech Aide, Audiology Aides and a Clinical Program Assistant.

The Specialist models and promotes clinical excellence by providing seasoned advice and recommendations to Audiologists, HAPs and other healthcare professionals. As a mentor, educator, researcher and consultant in Audiology practice, the incumbent helps guide Audiologists and HAPs 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 audiology related to their service as opposed to a specialization in one area.

The Audiology Department has approximately 5,500 encounters a year (approximately six encounters per clinician per day). Physicians, nurse practitioners, community nurses, patients and midwives may refer patients to audiology. The incumbent also manages a clinical caseload in the Audiology Department in accordance with the Code of Ethics and Rules of Speech Language Pathology and Audiology Canada (SAC) and the philosophy and objectives of 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.



RESPONSIBILITIES

1. Monitors and evaluates Audiology services, and implements quality improvement processes, to enhance the quality of care provided to patients within the NTHSSA to ensure safe and effective care, and to improve patient & family experience.

- Develops core competencies required for territorial Audiology services and assesses individual clinician clinical competencies in order to identify learning and mentoring needs, develops specific training/learning plans and facilitates or arranges for the delivery of training identified within the specific training/learning plans.
- Develops territorial policies, procedures, clinical protocols, and practice guidelines.
- Identifies, analyzes and reports on territorial clinical outcome measures, program evaluations and performance indicators to the Manager and NTHSSA Senior Leadership.
- Provides mentoring and leadership to peers, students, and other members of the healthcare team to develop skill levels necessary to achieve the standard of care.
- Coordinates services with outside agencies/centres/institutions to facilitate a patient's optimal health and wellness.
- Assists in the determination of resource allocation as well as program planning and revision with a focus on continual improvement.

2. Leads the clinical practices of the Audiology Department in Yellowknife region and within the NTHSSA as requested.

- Participates in the recruitment, hiring and orientation of new staff.
- Provides feedback to the Manager and participates in providing feedback to staff, including contributing to performance reviews as requested by the Manager.
- Coordinates travel and other staff activities to ensure sufficient service coverage and efficient use of staff, equipment, and space.
- Ensures that the stock of department supplies, and equipment is adequate and facilitates the ordering of supplies and equipment repairs as required.
- Provides information and recommendations on capital expenditures, proposals and facility planning.
- Models a respectful work environment that ensures effective, efficient, and quality service is provided from intake to discharge.
- Ensures that the unit has a practice environment that has the organizational and resource allocations necessary for safe, competent, and ethical care.
- Participates in committees, task teams, and research projects as required.
- Coordinates or delegates coordination of student placements.



- 3. Provides and ensures access to clinical and subject matter expertise for Audiology practitioners across the NWT, so that the expertise is effectively developed and shared territory wide.**
 - Provides subject matter expertise, guidance, and direction as required to Regional Managers of Audiology.
 - Conducts personal research and keeps abreast of current Territorial and National healthcare trends in Audiology.
 - Establishes formal processes for sharing of expertise and learning to support development and more informed delivery of Audiology.

- 4. Provides direct care to a wide variety of patients requiring audiology using a problem-solving approach and in accordance with the standards, guidelines and scope of audiology to facilitate individualized patient care.**
 - Triage, 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 healthcare 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 healthcare staff.
 - Promotes the scope and role of Audiology to external agencies.
 - Provides functional expertise and direction in consultation with other agencies.

WORKING CONDITIONS

Physical Demands

The incumbent provides patient care. Approximately 80% of the incumbent's day will be spent providing direct or indirect care. Direct care involves standing and leaning over patients while performing assessment or care. While visiting smaller communities the incumbent will need to travel with heavy baggage that holds testing equipment (e.g. diagnostic 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.



Sensory Demands

The incumbent 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 incumbent 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 healthcare team.

The incumbent will travel to communities approximately six weeks per year depending on their service allocation, which may cause moderate levels of stress on the incumbent's family and social life.

In addition, within the healthcare 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 audiology practice with a broad base of skills and clinical experience
- Knowledge of applicable protocols, policies, regulations, and legislation.
- Knowledge of education principles related to adult learners required to develop and deliver subject specific training and development.
- Knowledge of and sensitivity to cultural, social, gender and age dynamics as they relate to the delivery of primary healthcare programs and services with an ability to deal with a variety of people in a non-judgmental manner.
- Knowledge of cognitive and functional development and impairment related to audiology including anatomy, physiology, and pathology in a variety of age groups.



- Knowledge of biological, physical, behavioral and mental health sciences in order to recognize, interpret and prioritize findings and determine and implement a plan of action based on accepted standards of practice.
- Knowledge of and an ability to network resources within and outside Stanton (e.g. Social Services, Community Health Nurses, Daycare, etc.) in order to ensure support of patients and their families.
- Research and evaluation skills to conduct reviews and analyze or compare practices against evidence based and accepted standards.
- 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.
- Ability to lead and foster excellence in multi-disciplinary client service delivery.
- Ability to work with individuals at all levels in a variety of organizations at the community, regional and territorial level.
- Sensitivity to issues, and the ability to lead in a collaborative way to inspire, influence and persuade.
- 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.
- An ability to apply therapeutic processes (assessment, planning, implementation, and evaluation) to ensure that the patients' physical, emotional, psychosocial, educational and day-to-day living needs are met.
- An ability to educate patients, their families (where applicable) and other healthcare professionals on appropriate self-care methods and techniques.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.

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 Audiology or Doctor of Audiology degree in addition to 5 years of clinical Audiology practice.

Previous supervisory experience would be an asset.

Equivalent combinations of education and experience will be considered.



ADDITIONAL REQUIREMENTS

- Audiologists must have provisional professional licensure in any Canadian province and full licensure within 6 months of hire. In most cases, this will include graduating from a Canadian or other recognized Audiology Program and successful completion of the certification exam within a reasonable time frame. Audiologists must also be practicing members of Speech and Audiology Canada (SAC).
- Proof of Immunization in keeping with current public health practices is required

NTHSSA has a number of certifications that are required upon hire, depending on the area where the employee works, including but not limited to: Indigenous Cultural Awareness, Biohazardous Waste, Biosafety & Biosecurity, Infection Control, Workplace Hazardous Materials Information System (WHMIS) and others directly related to the incumbent's scope of practice.

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

Indigenous language: Select language

- Required
- Preferred

