



IDENTIFICATION

Department		Position Title	
Northwest Territories Health and Social Services Authority		Nurse in Charge – Regional Home Care Services	
Position Number	Community	Division/Region	
48-16330	Norman Wells	Continuing Care/Sahtu	

PURPOSE OF THE POSITION

The Nurse in Charge, Regional Home Care Services (NIC) is responsible for the provision of community home care services in accordance with established NWT Continuing Care Standards, the standards of nursing practice and the philosophy and objectives of the Northwest Territories Health and Social Services Authority (NTHSSA) to ensure the provision of safe standardized care to the residents of the Sahtu Region.

SCOPE

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 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 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 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.



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.

The NTHSSA administers all regional health and social services delivered to 4 Community Health Centres and 1 Community Health Station, in the Sahtu Region of the NWT. The NTHSSA provides and supports the delivery of health care services to adults and children on a short term observation, outpatient and outreach basis, in order to enhance healthy communities' well-being through excellence, accountability and respect for regional diversity.

Located in Norman Wells, the NIC-RHCS reports directly to the Regional Manager, Continuing Care Services and is responsible for the coordination and delivery of community home care services to the client population in all 5 communities within the Sahtu region. The NIC-RHCS is responsible for planning, implementing, supervising and evaluating the community home care services as part of an integrated care team. In addition to managing the community home care services, the NIC-RHCS will provide services and direct client care. The incumbent will promote compliances with best Home Care Practices through education, mentorship, demonstrated clinical expertise and through networking with GNWT Home and Continuing Care Consultants and the local health and social services teams.

The incumbent ensures that individual client needs are appropriately assessed through the Home Care Application process and that adequate staff, equipment and supplies are available to meet the needs of the clients. The NIC-RHCS ensures that all client care is in compliance with standards, guidelines and scopes of nursing practice; the policies and procedures of the Northwest Territories Health and Social Services Authority; the NWT Continuing Care Standards and the Accreditation Canada Standards and Required Organizational Practices.

The incumbent must also be familiar with other legislative, standards, protocols and guidelines requirement that will need consideration for their practice but not limited to; mental health act, child and family services act, coroners act and medical assistance in dying protocols.

The NIC-RHCS is responsible for assessing staffs' individual practice competencies and determining individual learning needed through completion of annual professional development plans and appraisals. The following (seven) Personal Support Worker Home and Community Care (HCC) positions directly report to the NIC Regional Home Care Services; (2) Deline, (2) Fort Good Hope, (1) Norman Wells and (2) Tulita.

The NIC-RHCS will work collaboratively to support and provide clinical home care case management directions to Nurse in Charges and Community Health Nurses working in community health centres.



The NIC-RHCS is an RN, who models and promotes excellence through the hands on delivery of nursing care to clients, or by providing seasoned advice, and/or recommendations to staff. The incumbent helps guide staff from task orientation, to more empowered analytical thinking, and care giving approaches. These services have a direct impact on the quality of services delivered to clients and their families, and on the cost of the services provided. The NIC-RHCS is a member of the Primary Community Care Team.

RESPONSIBILITIES

1. Manages and coordinates the delivery of nursing and home support services through the Home Care Program.

- Monitors staffing patterns (all staff) of the home care program and organizes the necessary human resources to meet operational requirements (i.e. regular scheduling, calling in staff to cover illnesses, booking holidays, etc.).
- Reviews and approves bi-weekly time sheets.
- Ensures that the stock of Home Care supplies (medical and non-medical) is adequate and orders supplies as required.
- Manages the performance of staff (i.e. performance appraisals, progressive discipline, etc.)
- Reviews monthly budget variance reports for the home care program and recommends the reallocation of funding to the Regional Manager, Continuing Care Services to ensure adequate funds for the delivery of Home Care programs.
- Creates and monitors care plans for all home care clients.
- Collects and interprets unit statistics for management.

2. Monitors the quality of nursing care and personal support care within the Home Care Program and identifies training requirements of staff in order to effectively meet the health care needs of residents within the region.

- Conducts audits on the delivery of nursing and home support services by staff and identifies learning needs, develops staff specific training plans and facilitates or arranges for the delivery of training identified within the specific training plans.
- Conducts audits to determine Home Care Program wide training requirements and arranges for the delivery or appropriate training accordingly.
- Coordinates services with outside agencies/centers/institutions to facilitate a clients' return to optimal health.
- Recommends to the Regional Manager Continuing Care Services revisions and implements policies and standards of nursing care through the Home Care Program.

3. Advocates practice environments that have the organization and resource allocations necessary for safe, competent and ethical nursing care.



- Provides coaching and leadership to peers, students and other members of the health and social services care team to develop skill levels necessary to achieve the standard of care.
- Collaborates with Regional Manager of Continuing Care Services, staff, peers and other members of the health and social services care team to advocate health care environments that are conducive to ethical practice and to the health and well-being of patients and staff.
- Collaborates with the Community Health Centre Nurse in charges and community health nurses to provide support and direction on client's care plans.
- Evaluates community Home Care programs on a continuing basis and modifies programs for appropriateness.
- Participates in research (i.e. Continuing Care Standards), special projects (pilot projects) and monthly interagency meetings or committees to plan, implement and evaluate joint projects related to the community's health status.

4. Models excellence by establishing comprehensive community Home Care Programs (i.e. including but not limited to palliative care, chronic disease management, Meals on Wheels, Elders in Motion).

- Delivers a wide variety of community home care services (both pre-packaged and requiring development by the incumbent to fit community needs).
- Evaluates community Home Care programs on a continuing basis and modifies programs for appropriateness.
- Acts as a resource for other community based health care workers.
- Promotes a safe and healthy environment in homes, schools and throughout the community.
- Collaborates with the Regional Manager, Continuing Care Services on new pilot projects or opportunities to improve Home Care services throughout the region.

5. Models excellence by providing direct nursing care to patients using a problem solving approach and in accordance with the standards, guidelines and scope of professional nursing practice to facilitate care of patients.

- Assesses, plans, implements, documents and evaluates care to ensure a coordinated holistic approach which best meets the needs of the patient including end of life care.
- Maintains client and administrative records following professional and legal guidelines in a confidential, concise and accurate manner.
- Assists patients to achieve their optimum level of health in situation of normal health, illness, injury, or through the process of dying.
- Advocates the dignity and self-respect of patients.
- Promotes the autonomy of patients and helps them to express their health needs and values to obtain appropriate information and services.



- Safeguards the trust of patients that information learned in the context of a professional relationship is shared outside the health care team only with the patient's permission or as legally required.
- Applies and promotes principles of equity and fairness to assist patients in receiving unbiased treatment and a share of health services and resources proportionate to their needs.
- Acts in a manner consistent with their professional code of ethics, responsibilities and standards of practice.

6. Models excellence by facilitating, implementing and modifying client and family educational/teaching based on the needs of the patient.

- Uses a holistic approach to facilitate individual learning of clients and their families in relation to patient illness or injury (i.e. self-care, health promotion, etc).
- Assesses the patient for physical and psychological needs, their knowledge of their health, disease process and learning needs.
- Develops, revises and evaluates on an ongoing basis, educational resources necessary to support clients.

WORKING CONDITIONS

Physical Demands

From time to time (1 - 2 times per day at 10 minutes per incident) the incumbent will be required to lift, carry or support patients during the provision of patient care. This may include incapacitated patients within the home, community and Health Centre. The incumbent must be diligent about practices and procedures used to ensure safety and security of themselves, their clients and family members. The incumbent must spend much of his/her time walking, standing or lifting and will often be required to work in awkward positions while providing care. The incumbent will be required to travel to the five different Sahtu communities to ensure adequate care and assessments are provided.

Environmental Conditions

Health Centers house a variety of potential dangerous substances including cleaning chemicals and medicines. The incumbent will be exposed on a daily basis to communicable diseases (TB, Hepatitis C), blood, bodily fluids, and hazardous materials (sharps and toxic cleaning solutions) that could be potentially harmful. The incumbent will be exposed to client homes with cigarette smoking: etc. The incumbent must perform all duties and model all procedures with attention to hygiene, safety, and security of themselves, their clients and family members. The incumbent often has to deal with clients who are angry, frustrated or in emergent situations.



As a result of living in an isolated, northern community, the incumbent may be required to travel on small planes and on ice or winter roads when traveling to or from the communities.

Some communities have limited modern amenities.

Sensory Demands

The incumbent will be required to use the combined senses of touch, sight, smell and hearing during assessment and observation of patients. Sense of vision for non-verbal communication and assessing the physical environment, is required on a daily basis.

Mental Demands

Within the health profession there is significant lack of control over the work place, with frequent interruptions that can result in continually evaluating and shifting priorities that may lead to mental fatigue or stress. The incumbent must concentrate for long periods of time and be able to prioritize and communicate demands from department and clients.

The incumbent is faced with stress from dealing with clients and family members who may be difficult to work with and who may be in difficult situations. There is significant emotional stress in providing care for clients who may be in a terminal or painful situation or who cannot enjoy the quality of life of others due to their age and/or condition. The incumbent is also faced with stress associated with managing non-regulated staff from a distance. Stress is also caused by the need to balance administrative, supervisory and patient care services and functions.

The NIC-RHCS must be able to provide medical guidance and intervention to clients without the availability of a physician in the community. Lack of specific or critical medical skills normally provided by a Physician (i.e. surgery) requires the incumbent to make medical judgments beyond the scope of the incumbents training which may cause substantial levels of mental stress on the incumbent.

KNOWLEDGE, SKILLS AND ABILITIES

- The NIC must have knowledge of and an ability to apply and assess the nursing process (assessment, planning, implementation and evaluation) and current nursing practice (including public health) to ensure that the patients' physical, emotional, psychosocial, spiritual and educational needs are met Knowledge of advanced biological, physical and behavioral sciences in order to recognize, interpret and prioritize findings.
- Knowledge of health promotion as it relates to community, GNWT and Authority directives.
- Knowledge of education principles related to adult learners in order to develop and deliver subject specific training and development.



- Knowledge of and ability to operate word processing applications (i.e. Microsoft Word), electronic mail and the internet in order to conduct on-line research and become trained in WOLF EMR and SAM.
- Knowledge of GNWT structure and procedures, especially NWT Health and Social Services.
- Knowledge of NTHSSA and the Home and Community Care structure, standards and procedures.
- Knowledge of alternate funding opportunities for the Home Care Program.
- Knowledge of the Accreditation Canada standards and practices.
- Knowledge of and an ability to network resources within and outside the NTHSSA - Sahtu Region (i.e. Social Services, Mental Health, Long Term Care etc.) in order to ensure support of clients and their families.
- Knowledge of education principles related to adult learners in order to develop and deliver subject specific training and development.
- A knowledge of and an ability to apply sanctioned transferable medical functions as outlined in the Nursing Administration Manual's standards, policies and guidelines and the NWT Health Centre Formulary. (i.e.).
- An ability to operate and/or use and provide education on standard medical equipment (such as but not limited to - peripheral IV pumps and lines, stretchers, thermometers, sphygmomanometer, blood glucose monitors, suction tubes, sharps, pulse oximeter, palliative care specific equipment or medical devices, etc.).
- An ability to educate clients and their families on appropriate self-care methods and techniques.
- An ability to supervise and support staff from a distance.
- The incumbent must be aware of the importance of confidentiality and be able to keep personal and health information private and confidential at all time and in accordance to Access to Information legislation & Public Health, WSCC, etc. mandatory reporting.
- Must be sensitive to the geographical and cultural needs of the people and understand how community and culture impact the delivery of health care.
- Ability to work with minimal supervision.
- A high level of problem solving techniques and flexibility.
- Ability to work as a actively participating team member.
- Ability to lead, supervise, coach and incorporate ethical decision making.
- The NIC must have an ability to provide care and treatment as the position is required to perform transferred health functions beyond normal hospital training. This includes and ability to perform advanced nursing functions such as but not limited to: vena-puncture for all age groups and immunization techniques.
- An ability to operate and/or use standard medical equipment (such as but not limited to - ECG, peripheral IV pumps and lines, stretchers, thermometers, NG tubes, sphygmomanometer, blood glucose monitors, suction tubes, sharps, pulse oximeter, etc.)

- An ability to perform basic laboratory functions such as but not limited to: HGB, various swab specimens, the preparation of specimens for culture and sensitivity.
- 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:

The completion of a Baccalaureate Degree in Nursing, 3 years of recent nursing experience with at least 1 year in continuing care and 1 year of supervisory experience

Equivalency of Education & Experience will be considered: Nursing Diploma, 5 years of recent nursing experience with at least 1 year experience in a continuing care with 1 year of supervisory experience.

(Recent nursing experience is defined as a total of full time hours in the past 5 years)

Continuing Care is defined in the NWT as long term care and home care.

Valid 5 Driver's License is mandatory

Must be eligible to register with the - Registered Nurses Association of the Northwest Territories and Nunavut (RNANTNU)

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

NTHSSA - Sahtu Regional Requirements:

Within the Sahtu Region all health care providers must be able to acquire within a reasonable time frame and remain current with the following training and certifications:

- WHMIS & Transportation of Dangerous Goods
- Certification in CPR & AED.
- Immunization Certificate
- Non-violent Crisis Intervention, or similar
- Cultural Training
- Hand Washing Certificate
- Mental Health First Aid
- Applied Suicide Intervention Skills Training (ASIST)
- Training as required by Accreditation Canada

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