Tłı̨chǫ Community Services Agency
Dǫ Nàke Lanì Nàts'etso • Strong Like Two People

**IDENTIFICATION**

| Department | Position Title | |
|---|---|---|
| Tłı̨chǫ Community Services Agency | Nurse in Charge, Long Term Care | |
| **Position Number(s)** | **Community** | **Division/Region(s)** |
| 27-94019 | Behchokǫ̀ | Health & Social Program/ Tłı̨chǫ |

## PURPOSE OF THE POSITION

The Nurse in Charge, Long Term Care (NIC, LTC) is responsible for the provision of long term care services in accordance with established NWT Continuing Care Standards, the standards of nursing practice and the philosophy and objectives of the Tłı̨chǫ Community Services Agency (TCSA) to ensure the provision of safe standardized care to the residents of the Jimmy Erasmus Seniors Home (JESH).

## SCOPE

The TCSA administers all regional health and social services delivered to a population of approximately 3000 residents of the Tłı̨chǫ region through 3 Community Health Centers, 1 Community Health Station as well as the residents of the Jimmy Erasmus Seniors Home. The TCSA provides and supports the delivery of health care services to adults and children on an outpatient and outreach basis to enhance healthy communities' well-being through excellence, accountability, respect for regional diversity.

The Jimmy Erasmus Seniors Home in Behchokǫ̀ is a territorial facility serving the residential needs of 18 seniors admitted through the Territorial Admissions Committee. Residents within the Jimmy Erasmus Seniors Home are usually long-term convalescent, geriatric, or respite patients. These residents live within the unit (home environment) 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. Residents within the facility are visited a minimum of once every three months or more frequently as required by their physician. As a result, the Nurse in Charge, Long Term Care independently makes day-to-day decisions regarding individual nursing care plans based on delegated medical orders.

Reporting to the Manager of Continuing Care and Independent Living, the incumbent is responsible for: ensuring all resident care requirements are carried out and met in a safe, timely and effective manner. This position directs Facility Coordinator, the Activity Coordinator/Recreation Therapy, Day Program Coordinator, Resident Care Aides, and Licensed Practical Nurses, Dietary/Housekeeping departments.

The Nurse in Charge, Long Term Care will oversee direct personalized care to residents who have common well-defined nursing diagnoses. The incumbent will act as a resident's advocate and facilitates communication between the patient, family, and other health care professionals. This will result in a holistic approach to planning, organizing, teaching, and relationship development that will best meet the needs of the residents.

This position is responsible for the daily operations of the entire facility.

**RESPONSIBILITIES**

1. **Manage and coordinate the delivery of care and health services to the residents of the Jimmy Erasmus Seniors Home.**
    - Monitor staffing patterns (all staff) of the facility and organize the necessary human resources to meet operational requirements (i.e., regular scheduling, calling in staff to cover illnesses, booking holidays, etc.).
    - Review and approve PeopleSoft timesheet entries.
    - Supervise the Facility Coordinator, to ensure that:
        - Infection control measures are in place to minimize the risk of infections in clients, staff, and visitors to the JESH.
        - The stock of supplies (medical and non-medical) is adequate, and supplies are ordered as required.
        - Custodial tasks are performed on a routine and as-required basis.
        - All medical and non-medical equipment is maintained in good working order and is repaired or replaced in a timely fashion.
        - All indoor and outdoor building maintenance is completed.
        - Staff schedules for maintenance, cooks, custodial, and reception are completed.
    - Manage medical supplies, medical equipment, pharmaceuticals, and narcotics inventory.
    - Manage the performance of staff (i.e., performance appraisals, progressive discipline, etc., in accordance with the GNWT Human Resource Manual guidelines.
    - Conduct weekly staff meetings and files a monthly report with the Manager of Continuing Care and Independent Living.
    - Review monthly variance reports and recommend the reallocation of funding to the Manager of Independent Living to ensure adequate funds for the delivery of health care programs to the residents of the JESH.
    - Ensure that clerical and interpretive services are available and a centralized filing system for all confidential records and files is maintained on a regular basis.
    - Collect and interpret unit statistics for management.

2. **Monitors the quality of nursing care and personal support within the Jimmy Erasmus Seniors Home and identifies training requirements of staff to effectively meet the health care needs of residents within the facility.**
    - Encourage a positive working environment and relationships between staff, residents, and families.
    - Provide team leadership, mentoring, and directing the clinical aspects of care.
    - Provide coaching and leadership to peers, students, and other members of the Jimmy Erasmus Seniors Home to develop skill levels necessary to achieve the standard of care.
    - Collaborate with nursing, peers, and other members of the Jimmy Erasmus Seniors Home to advocate health care environments that are conducive to ethical practice and to the health and well-being of residents and staff.
    - Guide staff to develop short- and long-term goals for client care.
    - Identify in-service and other training requirements to ensure up to date clinical practice.
    - Ensure reports such as month ends, and narcotic counts are completed as required.
    - Submission of quarterly reports to the Manager of Continuing Care and Independent Living.
    - Research and implement best practices in terms of resident care.
    - Conduct program audits and evaluations.

3. **Oversees the provision of quality 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 residents.**
    - Receive and review all Territorial Admissions Committee approved resident admissions and intake information to facilitate the admission.
    - Assess, plan, implement, document, and evaluate care to ensure a coordinated holistic approach which best meets the needs of the resident.
    - Use a holistic approach to facilitate individual learning of patients and their families in relation to patient illness or injury (i.e. self-care, health promotion, etc.).
    - Oversee and lead the implementation of resident care plans that are multidisciplinary and ensuring staff are implementing the plans in an effective, efficient, and compassionate manner.
    - Participate in resident conferences and care plan meetings to recommend and assess ways to stimulate residents and improve their well-being.
    - Coordinate the admission and transfer (including medivac) of residents based on the identification of abnormal findings, critical nature of a resident and in consultation with the Health Centre NIC, Physicians in Yellowknife or other health care providers to ensure the resident receives appropriate care.
    - Provide nursing services in accordance with care plans, including phlebotomy and collection of specimens.
    - Manage discharge and discharge planning of short-term respite clients.
    - Assist residents to achieve their optimum level of health in situations of normal health, illness, injury, or through the process of dying.
    - Safeguard the trust of residents that information learned in the context of a

professional relationship is shared outside the health care team only with the resident's permission or as legally required.
- Ensure the deliverance of culturally sensitive care.
- Advocate the dignity and self-respect of clients.
- Develop, revise, and evaluate on an ongoing basis, educational resources necessary to support patients.
- Maintain resident and administrative records following professional and legal guidelines in a confidential, concise, and accurate manner.
- Educate, mentor, and guide staff to follow the Supportive Pathways Concepts of Care.

4. **Responsible for organizing services provided to residents by outside community agencies (i.e., Occupational Therapy, Physiotherapy, Nutrition Services, etc.) by:**
   - Keep the resident's family physician informed of their health status in a regular and timely manner.
   - Discuss matters with the Manager of Continuing Care and Independent Living as deemed necessary and beneficial.
   - Arrange for interpreter services as needed.
   - Involve the family/guardian and Manager of Continuing Care and Independent. Living in the Resident Care Plan through regular meetings and ad hoc discussions.
   - Inform the family/guardian and Manager of Continuing Care and Independent Living of significant changes in the resident's health status on a timely basis.
   - Respond to questions from the family/guardian and with understanding, compassion, and professionalism.

5. **Assist with other related duties as required by:**
   - Participate on various committees.
   - Apply the principles and activities of the Accreditation process to ensure the highest standards of care.
   - Recommend changes to procedures to promote a safe environment.
   - Remain current in the field of personal care for the aged by reading current literature.
   - Perform duties as directed in the absence of the Manager of Continuing Care and Independent Living.
   - Perform other related duties as required.

## WORKING CONDITIONS

### Physical Demands

Approximately 3-4 times per week at 10 minutes per incident the incumbent will be required to lift, carry or support patients while providing patient care. The incumbent will also be required to lift and move medical equipment and other supplies (often in excess of 20 pounds) on a regular basis.

The incumbent must be able to:

- Stand for extended periods during the shift
- Walk for extended periods during the shift
- Bend forward and in various directions to assist residents and complete duties

- Kneel for periods of time
- Lift and carry loads up to 25 kg in weight
- Assist residents and clients who are dependent for support with transfers and mobility
- Regularly engage in physical exertion, and
- Complete repetitive motion.

## Environmental Conditions

For entire shifts the incumbent will have moderate levels of exposure to communicable diseases (i.e., TB), blood, body fluid and hazardous materials (sharps, toxic cleaning and sterilizing solutions) that can result in potential health risks to the incumbent.

## Sensory Demands

The incumbent will be required to use the combined senses of touch, sight, smell and hearing during on-going assessment and continuous observation of residents within the facility.

## Mental Demands

The Nurse in Charge, Long Term Care experiences constant demands from residents who may require nursing care. In addition, the incumbent may also be subject to disruption in lifestyle due possible period's on-call. In addition, within the health care setting there can be significant lack of control over the work pace, with frequent interruptions (work is often dictated by external factors) that may lead to mental fatigue or stress.

Establishing relationships with and providing care to aged residents or clients who may be ill, disabled, palliative or cognitively impaired can be stressful. Working with residents who may become confused, intoxicated, physically or verbally aggressive or may have language barriers can be stressful at times. Family members can be challenging and lack understanding of the limits to care in a facility, causing stress.

The incumbent must be able to maintain a positive attitude when responding to all of these situations and must have the ability to deal effectively with angry and frustrated people. Patience, tact, and sound judgment are required as well as the ability to use non-violent crisis intervention techniques, always with due regard for Tlicho culture and traditions.

The incumbent works regular day shifts and may be called out to deal with after-hours emergencies.

## KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of and ability to research and implement best practices in terms of long term and dementia care.
- Knowledge of biological, physical, and behavioral sciences to recognize interpret and prioritize findings and determine and implement a plan of action based on accepted standards of practice.
- Functions at the level of a Community Health Nurse in providing health assessments and therapeutic interventions to residents as needed, for example:

- Knowledge of and an ability to apply and assess the nursing process (assessment, planning, implementation, and evaluation) and current nursing practice to ensure that the residents' physical, emotional, psychosocial, spiritual, and educational needs are met.
- Knowledge of and an ability to apply sanctioned transferable medical functions as outlined in the Nursing Administration Manual's standards, policies, and guidelines.
- Health assessment and clinical management skills.
- Computer skills.
- Problem solving skills.
- Interpersonal skills including compassion and understanding for residents.
- Listening skills.
- Team building skills.
- Ability to provide emergency care and treatment as the position is required to perform transferred medical functions beyond normal hospital training. This includes an ability to perform advanced nursing functions such as but not limited to suturing, venipuncture, and immunization techniques.
- Ability to provide long term personal care and care for elderly persons and persons with dementia.
- 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 understanding of and an ability to perform basic laboratory functions such as but not limited to: ESR, HGB, blood smears, microscopic exam of specimens, various swab specimens, the preparation of specimens for culture and sensitivity, ECGs, and quality control of laboratory machinery.
- Ability to apply and remove casts or splints.
- Ability to effectively supervise and support staff.
- The incumbent must be aware of the importance of confidentiality and be able to always keep personal and medical information private and confidential.
- 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 successful completion of a Baccalaureate Degree in Nursing and 3 years of recent Registered Nurse experience with at least 1 year in a Long Term Care setting and 1 year supervisory experience.

Equivalent combinations of education and experience will be considered.

**ADDITIONAL REQUIREMENTS**

Within the TCSA Registered Nurses must be registered with CANNN and have completed a satisfactory criminal record check.

Valid Driver's License.

**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