

## 1. IDENTIFICATION

<b>Position No.</b> 10-NEW	<b>Job Title</b> Specialist Clinical Coordinator	<b>Supervisor's Position</b> Nurse Manager Clinics	
<b>Department</b> Health	<b>Division/Region</b> Iqaluit Health Services	<b>Community</b> Iqaluit	<b>Location</b> Qikiqtani General Hospital
<b>Freebalance Coding:</b>			

## 2. PURPOSE

<p><b>Main reason why the position exists, within what context and what the overall end result is.</b></p> <p>Specialist Clinical Coordinator is a member of the client care team that coordinates all aspects of the medical referral processes for Nunavummiut requiring care from a specialist healthcare provider. This position is responsible for providing efficient and consistent delivery of administrative support within the department. This position also ensures the effective operation of clerical duties and that other office work/processes are prioritized and referred to the proper authority.</p>
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## 3. SCOPE

<p><b>Describe the impact the position has on the area in which it works, or if it impacts other departments, the government as a whole, or the public directly or indirectly. How does the position impact those groups/individuals, the organization and/or budgets? What is the magnitude of that impact?</b></p> <p>Under the direction of the Nurse Manager Clinics, the Coordinator is responsible for coordinating client referral services at Qikiqtani General Hospital (QGH) collaboration with other members of the Specialist team, including but not limited to, Specialist clinics nurses, Nurse Case Managers, administrative staff, Visiting Specialists and technologists, Referring Clinicians, Medical Travel Programs, and clients/families as appropriate. This position has a direct impact on the delivery of services to Clients. This position ensures the smooth running of the visiting specialist clinics by ensuring clients attend their appointment in a timely manner and they are prepared for the visit. This is applicable for Iqaluit and all Qikiqtaaluk patients.</p>
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## 4. RESPONSIBILITIES

<p><b>Describe major responsibilities and target accomplishments expected of the position. List the responsibilities that have the greatest impact on the organization first and describe them in a way that answers <i>why</i> the duties of the position are being performed. For a supervisory or management position, indicate the subordinate position(s) through which objectives are accomplished.</b></p> <p>Coordinating Qikiqtaaluk referral services for the Qikiqtaaluk Region by:</p>
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Collaborating with other members of the health care team in the design, deliver an evaluation of the client referral services;

Receive all QGH specialist referrals, ensures the referral is pended in Meditech to the referral waitlist and assists the Specialist Nurses build the clinic for each visiting specialist

In collaboration with the Specialist nurses, assists with managing the waitlist in Meditech for each specialist and kept up-to-date;

Register clients for their specialist appointment;

Coordinate with Medical Travel Coordinators in each community to ensure that clients flights and accommodations are scheduled properly for their appointment(s) in Iqaluit.

Provide reminder calls and ensure that clients are notified of their appointments in a timely manner.

Perform reminder or follow-up calls with clients as needed

Ensures referral has appropriate client information and validates NU Healthcare using Resident Search;

Documents ICD-10 Coding for all referrals to allow appropriate billing for specific diseases, treatments, or procedures;

Maintains continual communication with the Specialist Clinic team at QGH at QGH to ensure accurate client scheduling and rescheduling, care instructions, etc are carried out.

Responsible to be proficient in interpreting and education staff/client/families to the Medical Travel Policy and Escort Guidelines if needed;

Identify and problem solves real and anticipated referral/client issues with specialist clinics staff

Other duties as required.

## 5. KNOWLEDGE, SKILLS, AND ABILITIES

**Describe the level of knowledge, experience and abilities that are required for satisfactory job performance.**

*Knowledge* identifies the acquired information or concepts that relate to a specific discipline. *Skills* describe acquired measurable behaviors and may cover manual aspects required to do a job. *Abilities* describe natural talents or developed proficiencies required to do the job.

**These requirements are in reference to the *job*, not the incumbent performing the job.**

Contextual Knowledge

Knowledge of office and administrative procedures;

Knowledge of file management;

Knowledge of ICD-10 Coding;

Applicable legislation, policies and procedures including knowledge of ATIPP and privacy best practices;

Inuit Societal Values.

Skills and Abilities

Ability to speak, read, and write Inuktitut and English;

Effective verbal and written communication skills;  
 Ability to make independent decisions and judgements in keeping with the level of the position;  
 Ability to plan and prioritize a fast-paced workload;  
 Ability to organize workload and manage time appropriately  
 Ability to maintain an exceptional level of client confidentiality and discretion;  
 Interpersonal skills;  
 Ability to work effectively in a cross cultural environment;  
 Ability to maintain a positive and collaborative work environment;  
 Proficiency with Meditech, Microsoft Office, including Outlook, Word, Excel;  
 Must be sensitive to the geographical and cultural needs of the people and understand how community and culture impacts on the delivery of healthcare.

The above knowledge, skills and abilities are typically acquired through;  
 High School Diploma;  
 One year of office experience;  

- Ability to speak, read, and write Inuktitut is required;

 Medical Clerk Interpreter training or experience working in a referral-based clinic setting is considered an asset;  
 The ability to communicate in French is an asset;  
 An acceptable combination of education and experience may be considered.  
 Highly Sensitive. Criminal Record and Vulnerable Sector check required.

## 6. WORKING CONDITIONS

**List the unavoidable, externally imposed conditions under which the work must be performed, and which create hardship for the incumbent. Express frequency, duration, and intensity of each occurrence of physical demands, environmental conditions, demands on one's senses and mental demands**

### Physical Demands

**Indicate the nature of physical demands and the frequency and duration of occurrences leading to physical fatigue or physical stress.**

- Long periods sitting at meetings and/or at a computer workstation.

### Environmental Conditions

**Indicate the nature of adverse environmental conditions to which the jobholder is exposed, and the frequency and duration of exposures. Include conditions that increase the risk of accident, ill health, or physical discomfort.**

- There are little environmental hazards associated with this position. Some risk of exposure to biohazards.

### Sensory Demands

**Indicate the nature of demands on the jobholder's senses. These demands can be in the form of making judgements to discern something through touch, smell, sight, and/or hearing. It may include concentrated levels of attention to details through one or more of the incumbents' senses.**

- Multi-sensory attention during administrative work process is required, including considerable sensory attention for reading, observing and focused listening.

### Mental Demands

**Indicate conditions within the job that may lead to mental or emotional fatigue that would increase the risk of such things as tension or anxiety.**

- The position routinely deals with time-limited decision-making; unforeseen circumstances; and evolving and changing priorities.

**7. CERTIFICATION**

_____ Employee Signature	_____ Supervisor Title
_____ Printed Name	_____ Supervisor Signature
Date:	Date
I certify that I have read and understand the responsibilities assigned to this position.	I certify that this job description is an accurate description of the responsibilities assigned to the position.
_____ Deputy Head Signature	
Date  I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.	

**8. ORGANIZATION CHART**

Please attach Organizational Chart indicating incumbent’s position, peer positions, subordinate positions (if any) and supervisor position.

**“The above statements are intended to describe the general nature and level of work being performed by the incumbent of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position”.**