

**1. IDENTIFICATION**

Position No.	Title	Supervisor's Position
See Appendix	Nurse Operations Specialist	See Appendix

Department	Division/Region	Community	Location
Health	Nursing Operations	See Appendix	See Appendix

**2. PURPOSE**

<b>Main reason why the position exists, within what context and what the overall result is.</b>
<p>Reporting to the Manager Nursing Resource Program, the Nurse Operations Specialist is responsible for contributing to the establishment of a sustainable and effective Nursing Resource Program which meets the needs of the Department for temporary and surge capacity nurses who are competent and ready to practice in Nunavut communities.</p> <p>The Nurse Operations Specialist supports the Nursing Resource Program Manager to: make informed decisions related to operation of the Nursing Resource Program, ensure the program's capacity to respond to emerging temporary and surge capacity nurse staffing needs across the territory, and apply the National Healthcare Accreditation standards to program operations.</p> <p>The Nurse Operations Specialist is also a member of the Nursing Resource Program's territorial rapid deployment nursing team, which responds to unexpected surges in community health centres. When the position is deployed to the community health centre as part of the rapid deployment team, the Nurse Operations Specialist will be responsible for the provision of professional clinical nursing care to patients of all ages.</p>

**3. SCOPE**

<b>Describe the impact the position has on the area in which it works, or if it impacts other departments, the government 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>The Nurse Operations Specialist (the Specialist) is the key interface between Regional Directors of Health Operations and the Nursing Resource Program. The Specialist tracks the projected and emergent requirements of each health centre. The Specialist works closely with Health HR to ensure that the Nursing Resource Program has sufficient capacity to provide qualified, pre-oriented Locum Nurses to meet temporary and surge capacity nurse staffing needs across the territory on an ongoing basis.</p> <p>The Specialist is the first point of contact for potential nurse candidates for the Nursing Resource Program. The Specialist participates as a subject matter expert in the two-level screening and interview process of nurse candidates for the Nursing Resource Program. The Specialist then works closely with Regional Directors of Health Programs to hire Locum Nurses on CSA to complete their orientation and for each deployment assignment. The Specialist plays a key role in supporting nurses throughout their participation in the Nursing Locum</p>

Program, ensuring that they receive appropriate training, facilitating effective program operations, and promoting the GN as the employer of choice.

#### 4. RESPONSIBILITIES

**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 why the duties of the position are being performed. For a supervisory or management position, indicate the subordinate position(s) through which objectives are accomplished.**

##### **Resource Program Operations**

The Nurse Operations Specialist is expected to develop and maintain a pool of quality nurses working for the Nursing Resource Program who are available to work in various locations within Nunavut on a CSA-basis. In order to achieve this outcome, the Specialist is responsible for the following essential functions:

- Works directly with Regional Directors to track staffing levels in each health centre and identify requirements for Locum Nurses, projected over the coming six months.
- Reviews incoming Locum Nurse Requisitions from the Regional offices for data verification and the appropriate levels of approval. This may come in the form of needs lists which will then be disseminated to the pool of Locum Nurses.
- Develops a sufficient pool of qualified nurses who are available to be deployed through the Nursing Locum Program to meet projected staffing requirements through activities such as:
  - Building networks to find qualified nurse candidates for the Program.
  - Maintaining regular contact with possible Program candidates.
  - Posting newspaper advertisements with professional organizations and in other appropriate venues (e.g. internet sites) to attract viable Program candidates.
  - Using professional networking sites to identify and source Program candidates.
- Works with Health HR to coordinate the two-level screening and interview process and selection panel (pre-screen and final screen) to determine suitability of potential nurse candidates for the Nursing Resource Program.
- Participates as a subject matter expert in the two-level screening and interview process for nurse candidates for the Nursing Resource Program.
- Evaluates and establishes the suitability of nurses working for the Nursing Resource Program for deployment to small, medium and large community's health centres, QGH hospital and/or Long-Term Care facilities.
- Assists Health HR in checking references, verifying degrees, certifications and qualifications, and reviewing criminal record checks.
- Arranges for the CSA hire of new Locum Nurses to complete the required Nursing Resource Program orientation training.
- Arrange for the deployment of locum nurses to address surge capacity needs in Nunavut health centres.
- Coordinate the utilization of agency nurses through the Nursing Resource Program staff scheduling and deployment process.
- Works with the Nurse Educators to ensure the nurses to be deployed by the Nursing Resource Program receive orientation in a timely and efficient manner.
- Informs the Nurse Educators about the training and certifications status of nurses

deployed by the Nursing Resource Program, so training can be planned on evidence-based needs.

- Adheres to GN legislation, particularly the Public Service Act, staffing policies and processes and Human Rights legislation and the Priority Hiring Policy in staffing processes.

### **Consulting Services**

- Provides information to potential Program candidates regarding the Nursing Resource Program, as well as the logistics and realities of living and working in Nunavut.
- Advises potential Program candidates on Nursing Resource Program employment requirements, and terms and conditions of CSA employment.
- Identifies potential Program candidates who are Nunavut Inuit and works with the Nursing Resource Program Manager to address any barriers to employment through the Program.
- Advises on comprehensive and appropriate content for the NunavutNurses.ca website to ensure that the Nursing Resource Program is well profiled.
- Facilitates training sessions within the Department of Health regarding the Nursing Resource Program, including the associated roles and responsibilities for effective Program operations.

### **Improving Staffing Practices**

- Identifies and contributes to the development of clinical policies, procedures, standards, guidelines and practises that might need to be created and/or updated or modified to improve the impact and services delivered through Nursing Resource Program. The position also makes recommendations to the Nursing Resource Program Manager on matters of interpretation of policy and procedures and analyzes impacts of modifying past practices.
- Participates in Health HR meetings, training and development sessions that are focused on nursing recruitment, retention and professional development. The incumbent provides input into the development of new tools and methods to help recruit qualified Locum and Indeterminate nurses and to keep skilled nurses in the system for longer periods.
- Provides advice to the Manager Nursing Resource Program regarding opportunities to enhance the effectiveness of the Nursing Resource Program.
- Develops and maintains an effective process for communicating emerging nursing issues, new policies and protocols, and other departmental communications to the current roster of Locum Nurses.

### **Rapid Deployment Team**

The Nurse Operations Specialist coordinates, as well is a member of, the Nursing Resource Program's territorial rapid deployment team, under the direction of the CNO. The rapid deployment team is deployed to communities throughout the territory which require urgent clinical assistance to manage unexpected surges in workload and maintain safe health centre operations. Deployments are limited in time and are meant to provide relief to health centres until longer term solutions are identified.

When deployed, the Nurse Operations Specialist will provide front line nursing care to clients of all ages, as directed by the Supervisor of Health Programs in that community. The incumbent shall provide professional nursing care by:

- Practicing in accordance with RNANTNU scope of practice for RNs, standards of practice; GN policies and procedures.
- Performing nursing, transferred medical functions according to policies and procedures established by the department.
- Performing clinical duties described in the CHN or SHP job description.
- Providing culturally safe nursing services.
- Maintaining nursing clinical competencies and readiness for rapid deployment. NOTE: the incumbent is required to work in a clinical nursing role at minimum 4 weeks each fiscal year.
- Maintaining annual certification of CPR-Health Care Provider.
- Attending in-services; developing an annual self-directed professional learning plan based on annual needs self-assessment; pursuing professional development activities.

#### Other Duties

The Nurse Operations Specialist may be asked to:

- Advise on the content for orientation of new nurses.
- Prepare briefing notes for senior staff on nurse staffing matters.
- Participate in conferences, job fairs or other professional recruiting opportunities for nurse.
- Participate on committees, working groups, task forces, as requested.
- Other duties, as assigned.

## 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 behaviours 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 about the job, not the incumbent performing the job.**

#### **Contextual Knowledge**

- Theories, principles and practices of program development and evaluation;
- GN structure, environment, culture, and business practices;
- Theories, principles and practice of project management;
- Theories, principles and practices of continuous quality improvement;
- Theories, principles and practices of human resources administration;
- Theories, principles and practices of adult learning;
- Knowledge of northern nursing practice challenges (e.g. critical injury, TB, suicide, malnutrition, substance abuse);
- Applicable legislation, policies and procedures including knowledge of ATIPP and privacy best practices;
- Knowledge of Inuit culture, communities, regions and Inuit Qaujimajatuqangit.

#### **Skills and Abilities**

- Ability to perform basic nursing skills; advanced nursing skills (e.g., immunization,

venipuncture, point of care testing, dispensing within approved guidelines and sanctioned/transferred medical functions;

- Advanced-practice nursing abilities suitable to deployment in crisis and urgent need situations / setting within the Nunavut healthcare system;
- Excellent interpersonal and relationship skills to build cooperation amongst various individuals;
- Effective verbal and written communication skills to explain policy, process, and guidelines;
- Ability to provide support and information to successful nurse candidates in a manner that is clear and comprehensive;
- Assertiveness, tact and professionalism;
- Consultation and facilitation skills to provide coaching, guidance and advice;
- Must be able to identify and resolve problems (Qanuqtuurniq) in a timely manner;
- Organizational and time management skills;
- Ability to gather, critically analyze and interpret information skillfully;
- Analytical and problem-solving skills;
- Sound judgement in making decisions as the consequences of error are significant in staffing remote nurse positions;
- Skilled in database management and record keeping.
- Computer skills including MS Office Suite of programs, human resources data bases, software and systems;
- Ability to integrate Inuit Societal Values in all aspects of work;
- Goal directed and focused on achieving results;
- Ability to effectively prioritize and execute tasks in a high-pressure environment;
- Able to work independently;
- Team orientation and ability effectively collaborate with others;
- Demonstrates resourcefulness and initiative in dealing with day to day work;
- Comparing and discussing views (Ajiiqatigiinniq) in consensus decision making;
- The ability to provide strategic and expert advice, motivate and provide leadership amongst a wide variety of people over whom one does not have authority (Regional management, divisions within the Department, SHPs, other departmental staff);
- Ability to travel for recruitment, meetings and career fairs;
- Ability to maintain the highly confidential nature of human resources work;
- Represents the GN as an Employer of Choice: reflect positively on the image of the GN as a potential employer in the staffing process; to sell and accurately represent Nunavut as a place to live and the GN as a place to work to job candidates;
- Demonstrates a keen interest in learning and developing skills in the role and in taking on new challenges.

The above knowledge, skills and abilities are typically acquired through;

- An undergraduate degree in Nursing;
- Three years nursing experience in rural/remote health care setting;
- One year in a Nunavut health centre(s) is an asset;
- Must be in good standing with the Registered Nurses Association of Northwest Territories and Nunavut (RNANT/NU);
- The ability to communicate in more than one of Nunavut's official languages is an asset

This is a Highly Sensitive Position. Criminal Record and Vulnerable Sector checks are 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 in measurable time (e.g. every day, two or three times a week, 5 hours a day).

### Physical Demands

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

- Spends long hours sitting at a computer;
- When providing clinical coverage the position will be required to assist in the transferring of patients or do other heavy lifting on their own and perform patient assessment when she/he may be required to stand in awkward position for extended periods of time;
- The position may be required to lift or move medical equipment and the other supplies (may be excess of 10 kg).

### 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.

- Works in generally comfortable office environment;
- When providing clinical coverage; working within the identified areas and providing direct patient assessment, diagnosis and treatment the position will have moderate levels of exposure to communicable diseases (i.e. TB), blood, body fluids and hazardous materials (sharps, toxic cleaning and sterilizing solutions) that can result in potential health risks to the incumbent. Potential exposure to emotionally difficult or potentially violent situations at clinic or on home visits.

### Sensory Demands

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

- When providing clinical coverage the position will have to have considerable sensory attention as it is expected that the position will be able to combine sense of touch, sight, smell and hearing during assessment and provision of care to his/her client;
- Prolonged attention to detail is required when reviewing and preparing paperwork.

**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 must manage and weigh many different programs and issues. The position will often be faced with tight deadlines and urgent situations;
- When providing clinical coverage, the position will need to act and react rapidly, in a focused and well-informed manner. The position may provide counselling and may be exposed to challenging and difficult client situations;
- Rapid Deployment travel, being on call and handling emergent and urgent health care needs after hours may cause significant disruption to the incumbent family and social life. During seasonal months such as June, July, August and December/early January, the incumbent will deal with heightened demand for their services where timelines to deliver are shorter than usual.

**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.	

**7. 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”.**

**9. Appendix A – List of Positions and Corresponding Information**

Community	Position	Supervisor	Freebalance Code
Iqaluit	10-14192	10-14191	10060-01-1-235-1000000-01
Iqaluit	10-14193	10-14191	10060-01-1-235-1000000-01