



Hay River Health & Social Services Authority | Administration des services de santé et des services sociaux de Hay River  
37911 MacKenzie Highway | 37911, route MacKenzie  
Hay River, NT X0E 0R6

## Job Description

### IDENTIFICATION

| <i>Position Number</i>      |  | <i>Position Title</i> |  |
|-----------------------------|--|-----------------------|--|
|                             |  | <b>Client Monitor</b> |  |
| <i>Department</i>           | <i>Position Reports To</i>   |                       | <i>Site</i>  |
| <b>Client Care Services</b> | <b>Manager of Continuing Care<br/>Manager of Acute and Ambulatory Care</b> |                       | <b>Health Center<br/>Long Term Care Units<br/>Supportive Living Campus</b> |

### PURPOSE OF THE POSITION

To provide security services to protect the welfare of client, staff and the public.

### SCOPE

This position may be located at one of the Hay River Health & Social Services Authority (HRHSSA) locations. They include the Hay River Regional Health Center (HRRHC), the Gensen Building, Woodland Manor, Supportive Living Services and/or Náydı Kúé. The HRHSSA is an accredited, integrated health authority that provides the following services: 19 acute inpatient beds (14 Community Support Beds, 1 Family Suite (Palliative), 2 Secure Rooms, 2 Observation beds), Emergency and Ambulatory Care, including dialysis and endoscopy; Midwifery Care and Delivery; 25 Long Term Care beds; Supportive Living Campus, a Territorial campus providing 11 permanent residences; Diagnostic Services (Diagnostic Imaging, Ultrasound, Mammography); Laboratory; Medical and Specialty Clinics including Diabetes programming; Social Programs (Community Counselling, Healthy Families and Child and Family Services) Community Health and Home Care, Rehabilitation which include Physiotherapy, Occupational Therapy and Speech Language Pathology; and a full range of Support Services.

This position provides 1-1 support and supervision of clients who are a risk for causing injury to themselves or others.

## **RESPONSIBILITIES**

- 1. Under the direction of the Manager of Acute and Ambulatory Care/Manager of Continuing Care or Nurse in Charge the staff will monitor the activities and whereabouts of the client they are assigned to monitor.**

### ***Main Activities:***

- Visual citing of clients at all times
- Monitor client's activities and intervene as directed by the Charge Nurse to prevent harm or injury to other clients, when necessary

- 2. The Monitor maintains records in accordance with the policies and procedures of the organization to ensure relevant information is communicated to the care team.**

### ***Main Activities:***

- Respect the confidentiality of clients and thus contributing to clients' own privacy.
- Documentation of any concerns and completion of incident reports as required.
- Report any problems or hazards to the Manager/Charge Nurse.

- 3. Participates, as a team member, to ensure a safe environment for clients.**

### ***Main Activities:***

- Following the safety procedures as outlined in the HRHSSA Policy Manual, Infection Control Manual and Emergency Measures Manual;
- Following the procedures and participating in the Workplace Hazardous Management Information System and Quality and Risk Management Programs;
- Ensuring supervision and safety needs of the client are met while onsite at one of the Hay River Health and Social Services facilities or in the community;
- Recommending changes to procedures to promote a safe environment.

## **POSITION ROLE IN CLIENT & STAFF SAFETY:**

The HRHSSA is committed to creating a culture of safety throughout the organization. A culture of safety is necessary to provide optimal care to our clients, and a healthy workplace for staff. An organization with a culture of safety is characterized by several elements:

- Client-centered care;
- Healthy workplace;
- Open communication; and a
- Blame-free and accountable environment.

All staff throughout the organization shares the responsibility for client and staff safety by:

- Demonstrating a commitment to safety;
- Complying with safety policies, procedures and best practices;
- Identifying and reporting safety issues; and
- Participating in safety initiatives.

### **Commitment to Client Centered Care**

Recognizing that our clients are the experts for their own lives, the Hay River Health & Social Services Authority (HRHSSA) is committed to support our clients as leaders to accomplish the goals that they have set out for us in their personal care. The (HRHSSA) will endeavor to provide client centered care through the following:

- Involving clients in their care by reducing barriers that may inhibit our ability to help them.
- Providing a culture that will ensure clients have a voice and participate in their own personal care.
- Empowering clients through improving client satisfaction, enhancing the quality of care and ultimately the quality of life for our clients.
- Focusing on the experience of the client from their perspective and listening to their needs.
- Fostering collaboration between the client and organization by working together to achieve our goals.
- Providing continuous dialogue with the clients to ensure that each and every client is seen as a unique individual.
- Ensuring staff are provided with the training and tools required to complete the best job possible.

### **Criminal Record Check**

Employment with the Hay River Health & Social Services Authority is contingent on providing a satisfactory criminal record check including the vulnerable sector check to the Human Resources Office prior to the official start date of a position.

### **KNOWLEDGE, SKILLS AND ABILITIES**

Good communication skills both written and oral;  
Demonstrated effective interpersonal skills;  
Initiative to seek advice and guidance when needed;  
Ability to communicate to people in cross-cultural setting;  
Good physical and mental health;  
Ability to use sound judgement in dealing with difficult situations;  
Conscientious, enthusiastic and reliable;  
Honesty and integrity;  
Willingness to accept responsibility;  
Ability to work effectively with others.

Must be able to acquire within a reasonable time frame and remain current with the Non-Violent Crisis Intervention certification.

This level of knowledge is normally acquired through completion on Grade 12 and 1-2 years' experience working in a health care setting. A combination of education and work experience may be considered with the successful completion of the following training within 3 months of employment: Non Violent Crisis Intervention, First Aide and Supportive Pathways. WHMIS, Handwashing, and Back Injury Prevention training with annual recertification are required.

## **WORKING CONDITIONS**

### **Physical Demands**

Sitting or standing/walking frequency during shift dependent on the client being guarded

### **Environmental Conditions**

The guard may be at risk for injury from clients (confused, or cognitively impaired) and may be exposed to volatile situations.

### **Sensory Demands**

All senses must be acutely aware in observing clients and their environment.

### **Mental Demands**

The environment is dynamic and constantly changing.  
Client's behaviours may create mental and/or emotional fatigue.

The incumbent could be subjected to physical and/or verbal abuse.

May be exposed daily to emotionally disturbing experiences which can lead to mental and/or emotional fatigue and stress.

**CERTIFICATION**

**Position Number:**

|  |   |
|--|---|
| <hr/> <p>Employee Signature</p> <hr/> <p>Printed Name</p> <hr/> <p>Date</p> <p>I certify that I have read and understand the responsibilities assigned to this position.</p> | <p>Manager Acute and Ambulatory Care<br/><hr/>Supervisor Title</p> <p><i>Carmela Obienny</i><br/><hr/>Supervisor Signature</p> <p>July 19, 2022<br/><hr/>Date</p> <p>I certify that this job description is an accurate description of the responsibilities assigned to the position.</p> |
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|--|----------------------------------|
| <p><i>Dale Snow</i><br/><hr/>Director/Chief Executive Officer Signature</p>  | <p>03 May 2022<br/><hr/>Date</p> |
| <p>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</p> |                                  |

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

January 2017: Commitment statement  
March 2022 – NVCI & Náydi Kúé location update