



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Administrative Assistant, Staff Development & Education	
Position Number(s)	Community	Division/Region(s)
17-6814	Yellowknife	Operations Division/Stanton

PURPOSE OF THE POSITION

To provide administrative assistance, organizational and equipment support to the Staff Development & Education department in the development, implementation and evaluation of programs and services at Stanton.

SCOPE

Stanton is an accredited facility in Yellowknife, and is a referral center for approximately 40,000 regional residents of the Western Arctic and Nunavut (Kitikmeot). Stanton provides health care services to adults and children on an inpatient/outpatient and outreach basis in order to restore health with dignity.

The position reports to the Supervisor of Staff Development & Education Department.

This position works with department staff and liaises with all Stanton employees to ensure smooth functioning of promotion, registration and data collection procedures related to clinical, and professional development and education programs, events and services implemented by the Staff Development & Training department. This position is often in contact with various individuals from other Health and Social Services Authorities, the GNWT Department of Health & Social Services and Aurora College. This position monitors and maintains the Medical Resource Centre ensuring availability of current publications, computer access, reference inventory and information systems. This position also provides coverage for the Telehealth Coordinator.

RESPONSIBILITIES

1. Assist with the organization and administration of clinical and non-clinical training events, educational and professional development programs and conferences offered by the Staff Development & Education department.

- promotes activities to in-house and outside agencies using all applicable medium, including but not limited to: e-mail, GNWT Intranet, pamphlets, brochures, flyers, web page and the annual training calendar.
- maintains bulletin board displays with current information and fresh appearance.
- maintains an accurate information and registration system for events, and programs.
- provides assistance to facilitators and instructors by coordinating and ensuring availability of handouts, supplies, client books, certification cards, room bookings, audio/visual requirements, and sets up classroom if requested.
- ensures facilitators/instructors complete the sign in form, and hand out and receive completed evaluation forms, and prepares a summary evaluation report if requested.
- ensures all audio/visual equipment and room locations are operational prior to use, and remains available during events to trouble shoot if problems arise.
- prepares for general and clinical orientations by preparing agendas, notifying speakers and participants, arranging catering, and preparing materials.
- provides telehealth equipment support.

2. Provides administrative support to the Staff Development & Education department.

- Monitors and confirms registrations for a minimum of 20 courses offered at multiple time though-out the year.
- Monitors, orders and maintains office supplies and equipment.
- Maintains current computerized records of staff mandatory certification.
- Provides information on certification programs and instructors.
- Verifies invoices and processes all purchase orders.
- Supports front desk staff during staffing absence.
- Sorts and distributes department mail.

3. Monitors and maintains the Medical Resource Centre.

- Renews annual subscriptions.
- Catalogues journals, books and publications upon arrival.
- Orders articles for health care staff.
- Monitors use of resources and recommends discontinuing subscriptions.
- Records requests for journals, books and publications not in the Resource Centre and recommends acquisition.
- Provides instruction on how to use the Resource Centre computers.
- Promotes resources available and lending procedures.

WORKING CONDITIONS

*(Working Conditions identify the **unusual and unavoidable**, externally imposed conditions under which the work must be performed and which create hardship for the incumbent.)*

Physical Demands

Incumbent will move furnishings, equipment and supplies in training rooms (tables, chairs, audio/visual equipment, and boxes) 20 % of the time.

Spends time working with computers for extended periods of time with opportunity to move around 50% of the time. Extensive and continuous typing may result in repetitive strain and injuries to wrists, shoulders and back.

Environmental Conditions

Workplace setting is a windowless office located in a hospital. The incumbent may be exposed to infectious diseases.

Sensory Demands

Required to work with computers for extended periods which can cause eye strain and other physical discomforts. The incumbent reviews documents and reports requiring attention to detail.

Mental Demands

Position requires employee to work in a multitasking environment, with restrictions of time, equipment, space and personnel, requiring careful organization, pressure of short deadlines and situations beyond employees' control. The position must manage conflicting priorities.

KNOWLEDGE, SKILLS AND ABILITIES

- Strong interpersonal skills.
- Effective written and verbal communication skills.
- Proven computer skills in word processing, spreadsheets, databases, e-mail, and internet.
- Demonstrated accuracy in record keeping; effective organizing and coordinating skills; effectively prioritizes workload.
- Self-directed and self-motivated; minimum typing speed of 65 wpm.
- Ability to solve problems independently; ability to conduct basic research.
- Ability to work with minimal supervision.
- Able to function as a team player or independently; adapts easily to change.

Typically, the above qualifications would be attained by:

Grade 12 plus a diploma from a recognized Secretarial Arts School or two years' experience working in a health care setting.

ADDITIONAL REQUIREMENTS

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)

- ☐ French required
- ☐ French preferred
- ☒ French not required