

IDENTIFICATION

<i>Position Number</i>	<i>Position Title</i>	
49-5037	Administrative Assistant	
<i>Department</i>	<i>Division/Region</i>	<i>Location</i>
Health And Social Services	Information Services	Yellowknife

PURPOSE OF THE POSITION

The incumbent is responsible for the development of Divisional administrative support and budgetary controls in accordance with GNWT standards, legislation, regulations, and guidelines. The incumbent is also responsible to ensure that an effective, appropriate and coordinated tracking system of filing and expenditures is implemented and adhered to for the smooth functioning and tracking of divisional activities.

SCOPE

The position is based in Yellowknife and the incumbent is expected to deal with the Regional Health and Social Services Authorities and liaise with federal/provincial/territorial committees in providing responses to requests for information directed to the Chief Information Officer. There is limited travel outside of Yellowknife.

The incumbent has an impact on the Division's budget through the development and implementation of administrative and budgetary control systems.

The incumbent has an indirect impact on the public and external agencies through the efficient and effective internal controls administered internally, particularly when request for information and expenditures are requested of supervisors of the Division.

RESPONSIBILITIES

- 1. Prepare correspondence for the Minister, Deputy Minister, Chief Information Officer and Executive, in accordance with the departmental correspondence guidelines, ensuring that information is processed efficiently and properly.**

Main Activities

- record and process incoming mail in a timely manner;
- proofread, format, outgoing correspondence and ensure that it is properly filed; and
- sending, recording and distribution of facsimiles.

- 2. Provides administration services to support the Chief Information Officer of Information Systems.**

Main Activities

- manage incoming phone calls;
- make arrangements for meetings;
- ensure records are managed in accordance to the department's records management system;
- making travel arrangements, including processing warrants as set out in the Financial Management manual;
- photocopying, binding, and collating documents;
- maintaining stock of office supplies, requesting stocked items, LCA's and surplusings supplies and furniture;
- distribute pay cheques and other relevant documentation to divisional staff;
- manage requests for telephone, fax and cellular services made by Health and Social Services employees; and
- coordinate Departmental requests for email and internet services.

- 3. Maintain the monthly Leave and Attendance register to ensure entitlements are accurate and that proper procedures are followed, as outlined in the Collective Agreement.**

Main Activities

- keeping track of employee attendance;
- following up with employees for forms required;
- using computer system to check and maintain credits;
- providing leave and attendance advice, when requested;
- coordinating time sheets for casual employees; and
- coordinating overtime request forms.

- assisting the preparation of the Division's variance reports and other financial reports and information.
- Compiling and analyzing information for the divisional variance report.
- Tracking budgets, work plans, contracts and planning activities and provide regular progress reports to the Division's managers.
- Developing and maintaining internal spreadsheets for tracking and monitoring purposes.
- Acting as a main point of contact for all planning and budget information for all the Division's programs and projects.
- Monitors the budget for all projects on an ongoing basis, and reports problems and discrepancies to the Division's managers.
- Acts on all recommendations from the Chief Information Officer to resolve problems for the budgets being monitored.

The incumbent leads, monitors and evaluates Special projects and Contracted services assigned by the Chief Information Officer, in order to provide the Division's Managers with support in activities that require urgent action. This is managed by:

- Assisting in managing and overseeing key projects and activities of the Division.
- Coordinating, conducting and managing research and analysis to provide advice and recommendations on a wide range of issues affecting the Division.
- Reviews variance reports to ensure adequate money is allocated for program funding.
- Provides regular reports and specialized reports where requested on the Division's contracting activities for Executive Management in order to evaluate the contract activity and evaluation of each contracted project.
- Provides information and advice on the status of each contracted service as requested
- Discusses variance with the program or project manager to obtain an explanation if there are any differences.
- Identifies requirements for further investigation on variances, discusses options with the Chief Information Officer and recommends alternate ways to reallocate the funds to meet the demands of the project.
- Maintains a professional & courteous relationship with contractors, suppliers and department staff.
- Assisting the Chief Information Officer and Managers in writing Job descriptions, provides support in the recruitment of staff and assists on a wide variety of personnel issues.
- Draft and reviews responses for requests, in the form of briefing notes, letters and reports.

- Assisting secretaries with appropriate information to ensure prompt information flow to the Directorate.
- Conducting research and coordinating the gathering of information for all projects and programs in the Division as it relates to suppliers, contractors and the general information needs of the Chief Information Officer and Managers.
- Preparing the Agenda, Minutes and support materials for meetings.
- Monitors the management of record development, coordinating and oversees the development of a functional filing system while ensuring compliance with the ARCS System.
- Organizes and coordinates conferences and workshops.

KNOWLEDGE, SKILLS AND ABILITIES

Ability to communicate at a advanced level in written and verbal English in order to be able to write and edit materials as required and to be able to communicate well with department and government staff, contractors and suppliers.

Knowledge of the political and administrative structure of the government and the cultural diversity of the North as it relates to Health & Social Services.

Working knowledge of telehealth infrastructure and able to operate video conferencing facilities.

Knowledge of the GNWT and Department wide policies/standards/procedures as to applies to the department and the Division in particular.

Working knowledge of contract language and quasi-legal language as it applies to service contracts, contract amendments and sole source approvals.

Ability to apply GNWT rules and regulations to contract activities.

Computer literacy: Word Processing
 Databases
 Spreadsheets
 E-mail and Internet communication and editorial skills
 Presentation and business graphics
 Project scheduling

Knowledge of Departmental and Authorities Software Applications (Registration, Disease Registries, Hospital/Clinic system, Community Health, etc.) in order to follow through on the project or contracted services that are being provided.

Working knowledge of network basics and desktop components in order to provide the

Division with appropriate research for hardware.

Working knowledge of project management in order to know what stage each project is at and what the financial impact is at any time to provide the manager with accurate information.

Knowledge of basic accounting principles and experience in their application in order to recognize when complex and varied financial transactions require further investigation and to ensure compliance with the terms and conditions of the project and to ensure compliance with the GNWT financial Acts, BIP regulations and Federal and Territorial legislation.

Ability to read and analyze budget and variance reports in order track expenses and any discrepancies in the variances.

Good knowledge of research methodologies.

Good organizational and time management skills including the ability to set priorities and meet deadlines.

1. Cognitive Know-How

The incumbent must have conceptual understanding of the broad range of NWT Health & Social Services. And how these may interrelate to Canadian and regional initiatives and activities.

2. Managerial Know-How

The incumbent must have general managerial know-how. S/he is responsible for the coordination of a variety of homogeneous activities and objectives. Direction of activities and tasks may be given to other staff of project team members. Collaborative work with individuals at all levels in a variety of organizations is required.

3. Human Relations Know-How

Knowledge of human relations is critical to this position. The incumbent must work with colleagues, coworkers, individuals in client organizations with a wide range of corporate/organizational and social cultures. Sensitivity to this variety is important to success in this position.

These skills would generally be acquired through 2 – 5 years experience in an administrative capacity.

WORKING CONDITIONS

Physical Demands

There is limited physical effort required for this position. There are long periods (2-3hrs) where the incumbent is required to stay seated and look at a computer monitor which can cause back muscle and eyestrain.

Infrequently may have to lift supply cartons up to 50 pounds.

Environmental Conditions

The incumbent is provided with office cubicle.

Sensory Demands

Daily 7- 7.5 hrs working in a high traffic, multi task environment with constant interruptions due to employee conversation, telephone and fax noises and information requests.

All senses may be strained when providing intense concentration to materials that involve large sums of money, and need careful evaluation of the terms and conditions with complex language.

Mental Demands

Under normal working conditions, the mental stress is not extensive even though the incumbent must deal with many different people. However, the incumbent is often faced with shifting priorities and tight deadlines and urgent situations which significantly increase the stress level of the position.

Although infrequent the incumbent can experience unpleasant and stressful situations when dealing with contractors or suppliers.

Daily deadlines and tight timeframes for projects are simultaneous and can cause increased mental stress when co-ordination with the manger and team leaders to resolve problems is required at a moment's notice and they are all busy.

Research and investigation for problems is often done on short notice and cause increased mental stress as the information required must be accurate and complete.