



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Administrative Support Worker – Central Intake	
Position Number(s)	Community	Division/Region(s)
57-13894	Yellowknife	Mental Health & Addiction Services/Yellowknife

PURPOSE OF THE POSITION

As a member of the Mental Health and Addiction Services Team, the incumbent in this position provides two distinct administrative support functions vital to this team's successful provision of service. This position provides the Central Intake Team administrative support. The incumbent is responsible for meeting the Central Intake process and communication timelines which are very fluid and often impacted by the needs of clients in crisis. In order to provide service to clients in a timely manner the incumbent must use their skills in attention to detail and multi-tasking to ensure the efficient and thorough completion of the steps of the Central Intake process.

In addition, this position provides administrative support to the outpatient consulting psychiatrists. The incumbent is responsible to provide daily administrative functions regarding patient information, to organize travel arrangements for the outpatient psychiatry specialty clinics and to respond to the requirements for billing. The support this position provides to the Central Intake Team is essential to the accomplishment of the Program service improvement goals: to increase access; shorten delivery speed; prioritization of need for service; client safety; and improved quality of care through service coordination.

The incumbent in this position is also a member of the Social Programs administrative team and is cross trained to provide administrative support duties to both the Child and Family Services and the Mental Health and Addiction Services teams as required.

SCOPE

The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of Hay River and Tłı̨chǫ regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-aboriginals. Health and social services includes the full range of primary, secondary and tertiary health services and social services including family services, protection services, care placements, mental health, addictions, and developmental activities, delivered by more than 1,400 health and social services staff.

While the Tłı̨chǫ Community Services Agency (TCSA) will operate under a separate board and Hay River Health and Social Services Agency (HRHSSA) will in the interim, the NTHSSA will set clinical standards, procedures, guidelines and monitoring for the entire Northwest Territories. Service Agreements will be established with these boards to identify performance requirements and adherence to clinical standards, procedures, guidelines and policies as established by the NTHSSA.

Under the direction of the Minister of Health and Social Services, the NTHSSA is established to move toward one integrated delivery system as part of the government's transformation strategy.

The Administrative Support Worker – Central Intake position is located at the Community Mental Health and Adult Services site in the Jan Stirling Centre, Yellowknife. This position reports to the Regional Manager, Mental Health and Addiction Services. Operationally, the incumbent in the Central Intake Administrative Support position is a key member of the Central Intake team and works directly with the following positions; Regional Manager, Mental Health & Addiction Services, Community Mental Health and Adult Services, Community Mental Health Counselor; Outpatient Psychiatry, the Mental Health and Addictions Counselor; Central Intake and the Outpatient Psychiatrist. The incumbent in this position must understand the Central Intake process and their role in ensuring 'the right service for the right client at the right time'. Because of the Territorial mandate for outpatient psychiatry services the incumbent will be in communication with referrals sources from the communities across the Northwest Territories and with clients from all of the communities. Prioritizing and balancing competing demands for service will demand a quick response time and the ability to be flexible in order to use the available psychiatric resources most efficiently. The Administrative Support Worker – Central Intake position plays a vital role in setting the tone for the provision of mental health services, as the first contact for anxious and/or emotional clients, their families and/or referral sources.

This position supports the Central Intake process by receiving, tracking and confirming receipt of referrals and by managing the scheduling of new outpatient psychiatric consults, follow up appointments and specialty travel clinics for three communities outside of Yellowknife. The incumbent is responsible for face to face appointments booked in Yellowknife and for booking both tele-health appointments and travel clinics. The incumbent must be familiar with and able to negotiate all the available paths to service. The position is

responsible to provide administrative support to the outpatient psychiatrist who is an employee of Stanton and therefore is also responsible to follow the guidelines of the hiring authority, Stanton for third party billing and the outpatient psychiatrist billing.

Services are provided in accordance with the *NWT Mental Health Act*, Access to Information and Protection of Privacy (ATIPP) and other applicable legislation.

RESPONSIBILITIES

1. Provides administrative support to the Central Intake process and to the outpatient psychiatrists in their provision of timely initial treatment and consistent follow up care.

- Provides the first point of contact for the outpatient psychiatry clients for their questions and concerns and connects them to the Community Mental Health Counselor; Outpatient Psychiatry for follow up when necessary.
- Receives and records all requests for service as they come into Central Intake ensuring that the Central Intake data base is kept up to date.
- Maintains and updates changes to the current outpatient locum psychiatrist schedule for the Central Intake team and ensures access to the Electronic Medical Record for each locum psychiatrist.
- Books new psychiatric consults and follow up appointments in a timely manner including clear communication with the client about the appointment schedule.
- Manages the schedule for the booking of follow up appointments while balancing the need for follow up with the demand for new consults and the 'urgent' needs identified through Central Intake and Emergency Services, Stanton.
- Communicates any concerns to the Central Intake team immediately.
- Maintains a forecasted view of the waitlist and keeps the Central Intake team up to date regarding appointment availability.
- Maintains the policy and procedure manual for Central Intake.
- Makes files for all new Central Intake requests for service and coordinates the disbursement of consult and progress notes to referral sources and other service providers across the Northwest Territories.
- Ensures accurate service statistics and contact information is available by inputting the client demographics into the appropriate file systems and tracking the list of inactive requests for service.
- Initiates billing procedures for Accounts Receivables for third party billing and provides Stanton with the appropriate paperwork.
- Provides clerical support to the Central Intake team, and Regional Manager, Mental Health & Addiction Services.

2. Provides administrative support to the outpatient psychiatrists

- Provides the psychiatrist with the daily schedule and client files and responds to requests from the psychiatrists regarding client information and treatment planning.
- Maintain and ensure all charts and files are kept current and accurate i.e.

- medical reports from varying agencies in and outside the NWT.
- Acts as a facilitator to clients, staff and psychiatrists
 - Responds to requests for administrative support regarding client correspondence and follow up information gathering.
 - Meets the requirements of the Stanton billing processes by providing Stanton with all necessary information for physician billing.
 - Makes travel and accommodation arrangements for the outpatient psychiatrists and prepares the paperwork to ensure reimbursement of expenses for their travel.

3. Provides program administrative support to the Community Mental Health and Adult Services and to the Child and Family Services programs.

- Maintains a confidential system for file management and for caseload monitoring.
- Organize and coordinate data collection under the direction of the Regional Manager, Mental Health and Addiction Services.
- Ensure data entry is kept current.
- Covers for reception and provides other administrative duties to support the programs areas as required.

WORKING CONDITIONS

Physical Demands

The incumbent in this position is required to sit for long periods and spend long periods on the phone and computer, which can lead to neck and back strain.

Environmental Conditions

The incumbent in this position is required to travel by foot between two sites several times daily in all weather conditions.

The incumbent in this position is confronted daily with individuals who because of their struggle with mental health, addiction and/or social issues are incoherent, distraught and/or agitated with the potential for violence.

Sensory Demands

This position provides service to many individuals both on and off site and because the office space is small and busy with frequent human traffic and multiple daily demands for task completion there are many distractions to the completion of the daily tasks that demand attention to detail and are time sensitive. As well the incumbent is located in reception and is responsible for monitoring the reception regarding client needs. Focused listening, watching, studying and observing are ongoing tasks daily.

Mental Demands

As above, there is a risk of mental and emotional fatigue because of a lack of control over the work pace given the crisis nature of the service provided to clients and exposure to

emotionally disturbing experiences when clients are distraught and /or agitated. There is also a lack of privacy as the work space is within a glassed in reception area open to all team members.

KNOWLEDGE, SKILLS AND ABILITIES

- Organizational and time management skills to administer the multitude of activities to ensure clients are seen in a timely manner
- Ability to work with minimal supervision and be self-directed.
- Ability to problem solve independently
- Knowledge and sensitivity of the geographic/cultural needs of clients and how this affects the delivery of mental health services to ensure sensitivity to the client's needs
- Excellent oral and written communication skills
- Anticipate, understand and respond to the needs of team members and clients
- Work cooperatively and effectively with others to set goals, resolve problems
- Make decisions to enhance organizational effectiveness
- Excellent time management skills
- Ability to pay attention to detail
- Capacity to prioritize by assessing the situation to determine urgency
- Ability to develop a work schedule, set goals and implement action plans and monitor progress
- Ability to make clear and timely decisions
- Ability to work with minimum supervision
- Sensitive to the geographical/cultural needs of the regions and an understands how community and culture impact on the delivery of health care
- Ability to work effectively with cross-sectorial teams and be a positive team player
- Ability to develop a network of resources inside and outside the organizations
- Computer literacy is a necessity, MS Office skills including, Word, Excel, Power point, Health Suite, WOLF, People Soft
- Knowledge of general office procedures and familiarity with electronic, equipment (facsimile, photocopier machine and keyboarding abilities).
- Knowledge of medical terminology
- Effectively handle sensitive information with integrity and confidentiality
- Able to train new staff in the performance of duties and to ensure backup coverage by other clinic staff
- Willingness to be flexible and manage constant change

Typically, the above qualifications would be attained by:

Grade Twelve plus recognized training in the secretarial or office administration field. The incumbent should have at least one (1) year related working experience in a medical or health care setting.

ADDITIONAL REQUIREMENTS

NTHSSA-Yellowknife Regional Requirements

Strong organizational, interpersonal, and time management skills are an asset.

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 if applicable)

- French required (must identify required level below)
 - Level required for this Designated Position is:
 - ORAL EXPRESSION AND COMPREHENSION
 - Basic (B) Intermediate (I) Advanced (A)
 - READING COMPREHENSION:
 - Basic (B) Intermediate (I) Advanced (A)
 - WRITING SKILLS:
 - Basic (B) Intermediate (I) Advanced (A)
- French preferred

Aboriginal language: To choose a language, click here.

- Required
- Preferred