



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Administration Assistant	
Position Number(s)	Community	Division/Region(s)
57-95106	Fort Resolution	/Fort Resolution

## PURPOSE OF THE POSITION

The purpose of this position is to provide administrative and clerical and analytical support to the Nurse in Charge in the Deninu Health Centre of the Northwest Territories Health and Social Services Authority.

## SCOPE

Located in the Health Centre, the incumbent reports, and is accountable, to the Nurse In Charge. This position relieves management and professional staff of routine secretarial, office and administrative tasks within the context of related Territorial and NTHSSA policies, manuals, and procedures, and standard office practices.

## RESPONSIBILITIES

### 1. Provide direct administrative clerical support to the Nurse in Charge.

- Answers telephones and relaying messages
- Contacting clients for appointments with nurses, physicians and specialists
- Receiving patients and visitors courteously
- Finding patients files and refilling after use
- Filing laboratory and other reports on patients files after review by Nurse In Charge
- Completing laboratory forms
- Preparing mail for dispatch
- Setting up new patient files
- Making reservations for patient transport
- Preparing various forms for Nurse in Charge inspection and signature (e.g. Warrants)

- Typing forms, memos, labels as required
- Soliciting information from community health nurse of patient to be referred including name, age, health care number, provisional diagnoses and special needs of the patient such as interpreter service, escort service and boarding home placement
- Arranging appointments with specified or unspecified health professionals, coordinating appointments to limit the duration of the patients stay in Yellowknife and/or other locations, confirming appointments with the nurse
- Making arrangements to meet special medical needs such as wheelchair, crutches, stretcher, taxi, ambulance, bus and airline being responsible for the confirmation of all arrangements
- Assigning patients to boarding homes with consideration for patient needs and the available home's capabilities as defined by the community health nurse
- Advising boarding home operators of instructions of doctors, nurses as to health care needs of patients confirming all follow-up appointments needed
- Operating computer on a continuous, for the purpose of maintaining patient records, invoicing and statistical information
- Issues transportation warrants to patients, and advises them of their entitlements
- Preparing information and documents for patients requiring eye glasses
- Assisting with the preparation of monthly reports.

**2. Maintain records on all patients and provides information as required with due regard for the confidentiality of medical information by**

- Maintaining a log of all taxi expenditures used for patient transportation
- Certifying taxi accounts for services rendered to patients
- Compiling data and statistics daily on patient case workload
- Informing the supervisor of all complaints from patients or others relating to social, professional and administrative matters regarding patient care.

**3. Perform other duties as maybe assigned from time to time.**

**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**

Prolonged sitting at computer terminal/desk  
Daily, 2 hours, moderate

Prolonged keyboarding  
Daily, 2 hours, moderate

Predisposes to eye strain and muscle/joint problems. Somewhat moderated because incumbent is able to take occasional breaks from sitting and change activity to meet other work requirements.

### **Environmental Conditions**

None

### **Sensory Demands**

Prolonged, intense proof reading of computer screen and printed material.  
Daily, 2 hours, moderate

### **Mental Demands**

Dealing with confrontational high emotional and abusive clients  
Daily 15 minutes, moderate

Dealing simultaneously with high multiple callers/clients and requests for service  
Daily, 7.5 hours, moderate

Failure to correctly understand or address a request in a timely and appropriate manner may result in undue complications for clients and staff and more verbal/physical abuse or threats from clients and/or expose to board to liability.

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

- Knowledge of-standard office procedures, business communication formats, ARC filing system, English grammar
- Skills-computer literacy with emphasis on word processing, email, database, spreadsheet and graphics or publishing applications
- Ability to-compose business correspondence such as letters, memos, reports, deal pleasantly and effectively with people of all ages and backgrounds in person and by telephone, organize and prioritize own work, maintain confidentiality

### **Typically, the above qualifications would be attained by:**

The foregoing are required to perform the clerical, reception and administrative tasks of the position and would most commonly be acquired through successful completion of a one year post-secondary secretarial course including, or supplemented by, training in word processing, data base and spreadsheet applications and two years related work experience in a high stress, service-oriented office.

### **ADDITIONAL REQUIREMENTS**

#### **Fort Resolution Regional Requirements**

Must have completed a satisfactory criminal record check and possess a Class 5 Drivers license.

Within the Fort Resolution Region, all Administration Assistants must be able to acquire within a reasonable time frame and remain current with the following training and/or certifications:

- Non-Violent Crisis Intervention
- Internet and email applications
- Fire Plan for NTHSSA
- Certification in basic CPR
- Certification in WHMIS

**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