



Government of
Northwest Territories

IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Administrative Support, Health Services	
Position Number(s)	Community	Division/Region(s)
07-15004	Yellowknife	Health Services/HQ

PURPOSE OF THE POSITION

The incumbent in this position will perform administrative duties in collaboration with Health Services team members under the direction of the Director, Health Services. The incumbent requires a thorough knowledge of issues and interrelationships within the authority, within the government as a whole, and with external organizations and stakeholders. This position is a highly responsible, senior management support position requiring a comprehensive knowledge of office and administrative procedures. Responsibilities are diverse and involve close coordination with senior and territorial managers and other administrative support personnel.

SCOPE

The NTHSSA is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of Hay River and Tłıchǫ 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 Tłıchǫ 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.

Reporting directly to the Director, Health Services the incumbent will be called upon to address a variety of issues on a daily basis. These can range from assisting with client's complaints, briefing notes, and organizing meetings, or conferences.

RESPONSIBILITIES

1. Drafts and edits correspondence, reports, minutes and presentations.

Main Activities:

- Investigates, collects, monitors, analyzes and compiles various forms of correspondence/ data / statistics / information.
- Responds to correspondence.
- Participates in various committee meetings, and agencies.
- Takes minutes and transcribes minutes as required in meetings.
- Screens telephone calls and visitors and responds to requests for information.
- Directs calls and visitors to the appropriate source(s) of information or assistance.
- Maintains administrative records system.

2. Coordinates arrangements for appointments, meetings and conferences.

Main Activities:

- Liaises with various authorities, agencies, departments, directors, managers, supervisors, employees, clients and the public.
- Organizes and expedites flow of work for the Director and Managers in the Health Services Division.
- Works collaboratively with team members as required ensuring smooth transition of work responsibilities.
- Communicates Director's instructions to appropriate personnel and maintains continuity and stability in times of Director's absence.

- Makes travel and accommodation arrangements for Director by working with travel, reservations and registration agencies and companies while working within the GNWT travel policy.

3. Provides administrative assistance to the Territorial Admission Committee for Long Term Care Services.

Main Activities:

- Assists in arranging and organizing the committee which includes but not limited to a comprehensive review of the nursing, medical, and functional assessment of the person's care needs to determine eligibility and suitable placement.
- Maintains an updated record of the Territorial Wait List for a Long Term Care.
- Maintains data on waitlists and level of care.

4. Work Place Health and Safety: Employees of the Authority are committed to creating and maintaining a safe and respectful workplace for employees and patients/clients. Building a safe and respectful workplace is everyone's responsibility.

Main activities:

- All employees and contractors have a professional and personal responsibility to perform their duties to health and safety regulations, standards, practices and procedures.
- All stakeholders (management, staff, Union of Northern Workers, and Workplace Safety and Compensation Commission) need to ensure our Workplace Health and Safety Committee works effectively, with a shared purpose of continuous quality improvement in health and safety.
- All Managers play an active role in workplace health and safety through their daily management: identifying prevention opportunities, ensuring staff are trained in Risk Monitor Pro or other incident reporting systems, investigating potential risk and accidents, and applying timely corrective measures.
- A healthy workplace, where employees can provide quality service under safe conditions, is the right thing to do and makes good business sense.

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 Conditions

Repetitive injuries from over exposure to computer work is a possibility. The incumbent will sit at a desk for approximately 6 hours per day, 5 days per week. This could result in physical discomfort.

Environmental Conditions

None.

Sensory Demands

Incumbent is subjected to eyestrain on a daily basis.

Incumbent is subjected to "white" noise from office machinery, heating ventilation system, etc. on daily basis.

Mental Demands

Incumbent deals with constant demands and interruptions from phone, fax, clients, employees, etc. which makes it difficult to complete tasks in a continuous and efficient manner.

Incumbent deals with clients and staff from a variety of cultural and ethnic backgrounds leading to difficulties and frustrations in communication and co-operation.

Incumbent must remain calm and focused while making accurate judgments and decisions when dealing with distraught employees, officials, clients and/or family members.

Incumbent is subjected to a high stress office with deadlines and conflicting priorities on a daily basis. After hours meetings and committee work may cause strain on incumbent's personal life.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to develop and maintain positive working relationships with individuals, agencies, and employees in order to communicate program information, including the ability to obtain and respond to feedback from these individuals.
- A high level of interpersonal skills including effective communication.
- Thorough knowledge of administrative policies.
- Ability to build solid partnerships based on trust and to work with a variety of people from different backgrounds and personalities.
- Excellent written and oral communication skills including listening, observing, identifying and reporting.
- Must have excellent organizational, time management, and presentation skills to manage responsibilities in a timely and effective manner.

- Must have excellent computer skills and knowledge with word processing programs and spreadsheets.
- The incumbent must be able to type 60 words per minute and must be efficient in a variety of word processing, spreadsheet, data collection and information exchange software programs.
- Knowledge of office and administrative procedures are essential.

Typically, the above qualifications would be attained by:

The incumbent must have a two-year Secretarial Arts Program and Medical Terminology with 2 years related experience or Business Communications certificate program with 3 years related experience.

ADDITIONAL REQUIREMENTS

Position Security (check one)

- ☐ No criminal records check required
- X Position of Trust – criminal records check required
- ☐ Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applies)

- ☐ 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: Choose a language

- ☐ Required
- ☐ Preferred