



Tłıchǵo Community Services Agency
Do, Nàke Lani Nàts'etso – Strong Like Two

IDENTIFICATION

Department	Position Title	
Tłıchǵo Community Services Agency	Clerk Receptionist CFS	
Position Number	Community	Division/Region
27-15196	Behchokǵo	Health and Social Program/ Tłıchǵo

PURPOSE OF THE POSITION

The Clerk Receptionist is responsible for providing administrative and clerical support for the Child and Family Services offices, and other management and operational areas of the Child and Family Services Division in order that they may accomplish their mission to improve the social well-being and functioning of families and individuals.

SCOPE

The scope of the Tłıchǵo Community Services Agency (TCSA) is to manage the delivery of a range of integrated public Government of the Northwest Territories (GNWT) and First Nations health, wellness and education programs and services for the Tłıchǵo communities of Behchokǵo, Gametì, Wekweeti and Whatì.

Established in 2005 as part of the Tłıchǵo Agreement, the Agency is designed to be an interim Government of the Northwest Territories (GNWT) through which the Tłıchǵo Government will eventually exercise their treaty rights for self-government. The Agency serves approximately 3,000 people. Programs and services include K-12 education, health and wellness, child and family services, mental health and addictions, an 18-bed Long Term Care Facility, continuing care and independent living.

The TCSA vision "Strong Like Two People" is a metaphor for the desire by community leadership to build an organization, and create program and services, that recognize the strength and importance of two cultures. Local Tłıchǵo and non-Tłıchǵo knowledge have complementary strengths, which together can achieve solutions to contemporary problems which neither could alone.

Located in Behchokq, the Clerk Receptionist reports to the Regional Supervisor of Child and Family Services and works in accordance with GNWT administrative practices and procedures, and Board policies, practices and procedures to facilitate the delivery of Social Services and to relieve the Community Social Services staff of clerical and administrative task. This position also provides Tłıchq /English interpretation and translation service to facilitate dialogue between the staff and indigenous clients of the program

This role requires the incumbent to prioritize competing demands for service from staff, clients, their families, and the community while delivering service in a professional and respectful manner.

Establishing relationships with clients who may be in acute crisis can be challenging. Callers may be emotional or incoherent or be linguistically challenged and failure to correctly understand or translate their needs can result in major disadvantages to clients. TCSA members are expected to work cooperatively and to maintain a positive attitude when responding to all these situations, and to use patience, tact, and sound judgment as well as non-violent crisis intervention techniques at all times, with due regard for Tłıchq culture and traditions.

The incumbent may be asked to work overtime from time to time.

RESPONSIBILITIES

1. Provide receptionist services and clerical support to ensure efficiency and effectiveness within the Child and Family Services (CFS) office.

- Receive, direct and relay telephone and fax messages.
- Direct clients, callers and visitors to the appropriate staff member.
- Monitor the activities of clients near the front entry to ensure safety and security.
- Sort and deliver mail.
- Forward incoming invoices to the appropriate TCSA financial department to provide coding and authorization.
- Maintain the general filing system and filing of all correspondence.
- Assist in the planning and preparation of meetings, conferences and conference telephone calls.
- Maintain an adequate inventory of office supplies.
- Respond to public and client inquiries.
- Provide word-processing and secretarial support.
- Complete data entry into electronic charting systems as directed by staff.

2. Perform clerical duties to maintain CFS administration.

- Develop and maintain current and accurate electronic and hard copy filing systems.
- Prepare newsletters, pamphlets and promotional materials using the various computer software packages.
- Schedule, confirm and/or make changes to clients' appointments; advise thereof.
- Assemble and maintain client's files according to procedures.
- Register clients and enter information in the computerized client information system as directed by staff.
- Ensure that all client information is filed in a safe and secure place.

- Prepare and maintain current mailing list, print mailing labels, compile and send out material as directed by staff.
- Update reference manuals and protocol manuals as directed by the supervisor.
- Proofread printed material, obtain originator's signature, duplicate and distribute.
- Coordinate the repair and maintenance of office equipment.

3. Financial processing and other related duties as required.

- Recommend changes to office procedures to promote best practices.
- Prepare monthly Child Welfare occupancy reports; obtain Manager's approval and forward to the GNWT Department of Health and Social Services (DHSS).
- Process Foster Parent and Child Welfare invoices and payment for the approval of the Manager and forward to Finance and Administration.
- Interpret and translate verbal Tłıchǵ /English for Social Services staff to facilitate correct and timely communication for timely and effective program delivery.
- Transport clients as needed.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands

Mental Demands

No unusual demands.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of clerical, reception and office administration practices and procedures.
- Knowledge of the security system and the safety and security of residents
- Knowledge of privacy and confidentiality practices and the ability to adhere to the expectations of maintaining citizen privacy and confidentiality.
- Skills relating to using the photocopier, fax, scanning, email, telephone.
- Organization, accuracy and attention to detail skills.
- Interpersonal skills and the ability to communicate respectfully and professionally, both orally and in writing.
- Ability to use word processing, database, spreadsheet; operating systems, schedulers, records and information systems and portable document format (PDF) files.
- Ability to assess problems and/or act quickly and decisively in time-sensitive situations.
- Ability to take independent action when necessary and in appropriate circumstances.

- Ability to double check the accuracy of information and work product to provide accurate and consistent work.
- Ability to work independently, manage interruptions, varying priorities and tight deadlines.
- Ability to maintain confidence and self-control in challenging situations.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

The completion of High School (Diploma) and one (1) year of related experience.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Position Security

- 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

Indigenous language: Indigenous Language - Not Specified

- Required
- Preferred