



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Administrative Support Worker, Community Mental Health and Adult Services	
Position Number	Community	Division/Region
48-11170	Yellowknife	Mental Health and Addiction Services/ Yellowknife Region

## PURPOSE OF THE POSITION

The Administrative Support Worker, Community Mental Health and Adult Services, provides administrative support functions vital to the Mental Health and Addiction Services team's successful provision of service. The support this position provides to the 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.

## 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 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.

The Administrative Support Worker, Community Mental Health and Adult Services (Admin Support) is located at the Community Mental Health and Adult Services site in Yellowknife. This position reports to the Regional Manager, Mental Health and Adult Services (MHAS). Operationally, the incumbent is a key member of the team and works directly with the following positions; Regional Manager, Mental Health and Addiction Services; Regional Supervisor, Mental Health and Addictions; Case Managers, Adult Services; Community Mental Health and Addiction Counsellors; Community Mental Health Nurses, Outpatient Psychiatry and Adult Services. The incumbent in this position will be required to understand the Community Mental Health and Adult Services processes, and their role in ensuring 'the right service for the right client at the right time'. 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 resources most efficiently. This 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.

The incumbent is responsible for meeting the Community Mental Health and Adult Services processes 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 will be required to apply attention to detail and organization skills to ensure the efficient and thorough completion of the steps of the Community Mental Health & Adult Services processes.

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 the Child and Family Services as required.

This position supports the Community Mental Health and Adult Services processes by receiving, tracking and confirming receipt of referrals and by managing the scheduling of new referrals, follow-up appointments and specialty travel clinics for communities. This position provides service to many individuals both on and off site and because the office space is busy with frequent human traffic and multiple daily demands there are many distractions to the completion of the daily tasks that demand attention to detail and are time sensitive. The Admin Support is responsible for face to face appointments booked in Yellowknife and for booking both tele-health appointments and travel clinics, and must be familiar with, and able to negotiate, all the available paths to service.

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

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

## **RESPONSIBILITIES**

### **1. Provides administrative support to the Community Mental Health and Adult Services process for the provision of timely initial treatment and consistent follow up care.**

- Provides the first point of contact for the clients and their questions and concerns and connects them to the appropriate Community Mental Health and Adult Services team member for follow up when necessary.
- Receives and records all requests for service as they come into Community Mental Health and Adult Services ensuring that the database is kept up to date.
- Maintains and updates changes to the team appointments.
- Books new 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.
- Communicates any concerns to the team immediately.
- Maintains a forecasted view of the waitlist and keeps the team up to date regarding appointment availability.
- Maintains the administrative policy and procedure manual for Community Mental Health and Adult Services.
- Makes files for all new requests for service, referrals and coordinates the disbursement of consult and progress notes to referral sources and other service providers across the NWT.
- 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 Community Counselling Program, Adult Services and Outpatient Psychiatry teams.

### **2. Provides administrative support back-up to the Outpatient Psychiatry Program**

- Provides the Psychiatrist with the daily schedule and client files and responds to requests from the Psychiatrists regarding client information and treatment planning.
- Maintains and ensures 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 Program.**

- 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 Adult 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**

No unusual demands.

**Environmental Conditions**

No unusual conditions.

**Sensory Demands**

The incumbent is located in reception and is responsible for monitoring the reception regarding client needs. Focused listening, watching, studying and observing are ongoing daily tasks.

**Mental Demands**

The incumbent may experience lack of control over the work pace given the crisis nature of the service provided to clients and exposure to emotionally upsetting 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. 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.

**KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of general office procedures and familiarity with electronic, equipment (facsimile, photocopier machine and keyboarding abilities).
- Knowledge of medical terminology.
- 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
- Organizational and time management skills to administer the multitude of activities to ensure clients are seen in a timely manner.
- Oral and written communication skills.
- Computer skills including MS Office skills including, Word, Excel, PowerPoint, Electronic Medical Records, and PeopleSoft.
- Ability to work with minimal supervision and be self-directed.
- Ability to problem solve independently.

- Ability to anticipate, understand and respond to the needs of team members and clients.
- Ability to work with cross-sectorial teams to set goals, resolve problems and be a positive team player.
- Ability to make decisions to enhance organizational effectiveness.
- Ability to pay attention to detail.
- Ability to prioritize by assessing the situation to determine urgency.
- Ability to make clear and timely decisions.
- Ability to develop a network of resources inside and outside the organization.
- Ability to 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 12 (High School / Secondary School Diploma) 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**

Proof of immunization in keeping with current public health practices is required.

**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:** Select language

- ☐ Required
- ☐ Preferred