



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Executive and Health Information Coordinator	
Position Number	Community	Division/Region
48-11627	Norman Wells	Executive/Sahtu

PURPOSE OF THE POSITION

The purpose of this position is to provide coordinated executive functions, general reception and administrative services for the Northwest Territories Health and Social Services Authority NTHSSA_Sahtu Region's regional office. The incumbent works directly with the Chief Operating Officer, the Regional Wellness Council and provide coverage for the Executive Assistant and Senior Office Coordinator position. In addition, this position is responsible for processing approved health information request that is defined as a formal access request under the Health Information Act (HIA). This is done in accordance with generally accepted office and business communication practices and in accordance with NTHSSA administrative procedures and the GNWT Acts and Regulations.

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 position is located in the Regional office in Norman Wells and reports to the Chief Operating Officer who is co-located. The position impacts directly on the level of professionalism of the Northwest Territories Health and Social Services Authority as the incumbent is a first contact with personnel and the public and must be prompt and courteous in dealing with sensitive, confidential and private issues. This position handles personal, confidential health information and confidential business information daily, therefore, breaches of confidentiality, privacy, poor decisions, poor quality work, delays in completing assignments/requests and errors made in performing duties reflect on the NTHSSA's integrity.

The position performs administrative duties that fall under all Health and Social Services program areas; including staff duty travel and client/patient travel, Regional Wellness Council, Physician's services, and approved HIA request and requests made under the Access to Information and Protection of Privacy Act (ATIPP). The incumbent works independently within established procedures and may receive written or verbal assignments from the Chief Operating Officer, program managers and the Area Medical Directors.

RESPONSIBILITIES

1. Facilitates information flow within the NTHSSA in order to enable the timely and effective response of programs and services, provided by the NTHSSA.

- Performs general reception duties for Authority by central telephone system including receiving, screening, and transmitting incoming telephone calls and directing calls and visitors to the appropriate staff, and addressing general public inquiries for information on Authority operations and decisions.
- Ensure confidentiality of information within the context of authority policy and practices.
- Receives, sorts and distributes mail, and shipments to the appropriate regional staff.
- Prepares, book, confirms travel and accommodation arrangements for duty travel for all staff and clients in a timely and cost efficient manner.
- Prepares and maintains current mailing list, prints mailing labels, compiles and sends out material as directed by staff.
- Organizes, participates, and attends meetings and committees in order to contribute ideas and/or take notes as directed.
- Recommends revisions of office and administrative procedures.



- Maintains and replenishes office inventory supplies in collaboration with procurement staff.
- Provides guidance and support to health centers administration staff by developing and maintaining office procedures to maximize the efficiency and effectiveness of Authority administrative operations.
- Codes and data enter physician visits into ICORE for billing purposes.
- Provides Administrative Support to Physician and Area Medical Directors, including contracts and physician billing.
- Provides relief for the Executive Assistant and Senior Office Coordinator during their absence.

2. Provides administrative support to the COO, Regional Program Managers and the Regional Wellness Council in order to facilitate and expedite program activities and enhance procedures.

- Word processes, prepares, organizes, copies, collates and prints documents, correspondence, tables & graphics, reports, minutes, pamphlets, and conference/workshop/regional wellness council meeting materials.
- Designs and develops internal program related forms to enhance administration procedures.
- Maintains resource library materials for regional programs: catalogues material, distributes and receives materials, identifies and tracks overdue materials.
- Responsible for establishing and maintaining central office files including master file index according to GNWT records classification system (ORCS/ARCS) for the program areas including assigning proper file numbers to all documents to be filed.
- Assist with filing as required.
- Updates reference manuals and protocol manuals as directed by the supervisor.
- Retrieves files, documents and other relative information for the professional and management staff.
- Liaise with Regional Wellness Council Chair and members for meeting dates, agenda content, minute taking during meetings and action list.
- Coordinate Travel for Regional Wellness Council members and for the Chair when attending NTHSSA Leadership Council Meetings.
- Ensure regional staffs have the appropriate stationary supplies, inform procurement of needs and manage office equipment in collaboration with operation's staff.

3. Performs and coordinate activities related to approved Release of Health Information and Access to Information and Protection of Privacy request for the NTHSSA - Sahtu Region according to the Health Information Act, Access to Information and Protection of Privacy Act, Regulations and HIA Guide from the Department of Health and Social Services



- Ensures a copy of the Consent for Release of Information Form has been received.
- Reviews the request to determine whether it is a formal access or an ATIPP request.
- Assist the NTHSSA ATIPP Coordinator in processing the request i.e. retrieve and compile information.
- Review approved Formal HIA Access request for completeness, and if required assist NTHSSA-Sahtu to correct the information in order to effectively fulfill the formal HIA access request for information and must adhere to the strict timelines.
- Information is retrieved from the Electronic Medical Record (EMR) system, and/or paper files from various divisions within NTHSSA- Sahtu Region.
- The incumbent will consult with the appropriate program Manager before disclosing any information.
- Health Information is processed as per Legislation.
- Will use the Two Person Identifier to review information to ensure accurate patient's health information is being disclosed.
- Works collaboratively with EMR/WOLF Data Integrity Coordinator to identify discrepancies or any health information that has been incorrectly scanned or linked to the wrong patient.
- Inform clients of fee applications and prepare invoices in accordance with the fee schedule outline in the HIA.
- Keep a record of all files as prescribed by the HIA and established guidelines outlined in the HIA Guide.
- Liaise with the Territorial Risk Manager; Quality, Safety and Client Experience to ensure consistent processes are followed.

4. Support Finance processes as required.

- Assist the staff with Visa Reconciliation duties.
- Completes expense claims and expense reports for processing.
- Retrieves data from Electronic Medical Record for Third Party Billing.
- Provide staff with accommodations and payment form as required.
- Process physician invoices in the absence of the Executive Assistant.
- Prepares quotes as per legislation for HIA request and ATIPP request

WORKING CONDITIONS

Physical Demands

Normal



Environmental Conditions

Normal

Sensory Demands

The incumbent must be a good listener during meetings to be able to record accurate minutes and actions from the meetings and consultations. Minute preparations require intense concentration, listening and type/correct the information to ensure accurate representation of the meeting. Minutes are completed quarterly for the RWC and weekly for the Regional Team and can take 4-6 hours. The incumbent works in a busy office, is faced with constant interruptions and distractions.

Mental Demands

Mental stress is experienced when dealing with heavy workload and tight deadlines as per the Health Information Act. Incumbent may experience stress and frustration when dealing with clients and staff that may experience stress and frustrations themselves.

Daily, the incumbent must concentrate for accurate completion of documents, correspondence, reports, and forms, as workstation is located in a high traffic area. When retrieving information from the Electronic Medical Record, accuracy is a must to avoid a breach of confidentiality and retrieve the information as the HIA Legislation.

The incumbent will be exposed to emotionally and psychologically poignant information when reviewing and redacting client's health information to be released. The incumbent will be expose to sensitive mental health records, medical records, issues and situations.

KNOWLEDGE, SKILLS AND ABILITIES

- Office and administrative support experience and excellent interpersonal, oral and written communication skills.
- Knowledge of the Health Information Act (HIA) and Regulations.
- Skilled in the use of a computer and related software applications i.e. (Microsoft Programs)
- Knowledge of and ability to work with multi filing systems.
- Effective time management, organizational skills, and cross cultural awareness.
- Ability to learn multiple software program systems in order to complete task. i.e. financial system, travel booking system, file retrieval system, electronic medical records.
- Ability to manage several tasks simultaneously on an on-going basis and prioritize requests base on level or urgency and deadlines.
- Ability to shift priorities to meet organization demands.
- Ability to effectively deal with government officials, aboriginal organizations, and general public, staff and other departments in a professional manner is essential.



- Maintain personal health information private and maintain confidentiality including operations matters at all times.
- Accuracy in proofreading and strong knowledge and command of the English language is also an asset.
- Ability to attend relevant training and education based on policies, procedures, Legislation and Accreditation Standards.
- Ability to deal effectively with stress and conflict within the workplace involving clients and staff.
- 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:

Completion of Secretary or Office Administration Certificate, including two (2) years' of relevant experience.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

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

Indigenous language: Select language

- Required
- Preferred