



## **IDENTIFICATION**

<b>Department</b>	<b>Position Title</b>	
Northwest Territories Health and Social Services Authority	Senior Office Coordinator	
<b>Position Number</b>	<b>Community</b>	<b>Division/Region</b>
48-13400	Norman Wells	Regional/Sahtu

## **PURPOSE OF THE POSITION**

The Senior Office Coordinator is responsible for the provision of administrative support services for the Northwest Territories Health and Social Services Authority central office. This is done in accordance with generally accepted office and business communication practices and in accordance with NTHSSA administrative procedures.

## **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 Tłı̄ch̄o 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 Tłı̄ch̄o 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 Senior Office Coordinator (Coordinator) is located in the Regional office in Norman Wells and reports to the Regional Manager, Community Health Centres, (Manager) who is co-located. The position impacts directly on the level of professionalism of the NTHSSA as the incumbent is a first contact with personnel, public and vendors and must be prompt and courteous in dealing with sensitive issues.

The incumbent may have to lift heavy archive boxes in order to retrieve information and/or files. Filing can require long periods of standing and bending.

The incumbent's workstation is located in a high traffic area with numerous distractions and interruptions, and will be required to concentrate to ensure accurate completion of documents, correspondence, reports, and forms. This position may involve a demanding workload and tight deadlines.

Incumbent may experience frustration when dealing with irate staff and members of general public and will be required to act tactfully and listen carefully while answering calls and determining suitable staff member for call to be transferred to.

This position may require the job holder to participate in extended workdays to meet task deadlines.

Breaches of Confidentiality, poor decisions, poor quality work, delays in completing assignments, and errors made in performing duties reflect on the NTHSSA's integrity.

## **RESPONSIBILITIES**

### **1. Coordinates and provides administration support in hiring of staff.**

- Actively maintains the staffing projection for nursing, social workers and counsellors.
- Identifies areas of inadequate staffing and works with appropriate managers to correct.
- Contacts nurses or Human Resources (HR) to determine Casual staffing availability.
- Completes employment contracts for all staff provided by Human Resources and presents to Chief Operating Officer (COO) for signing.
- Maintains filing system for signed contracts ensuring that all contracts are received from HR with employee's signature.
- Ensures the proper flow of information between HR and employees.
- Management of Job Share nurse job action; involves working with nurses to complete their job rotation and ensuring no gaps in services, reviewing with the nurse, supervisor and manager, ensuring signatures are received and forwarded to proper personnel file.

### **2. Coordinates travel for nursing, social workers, counselors, other staff and clients.**

- Communicates with staff to ensure duty travel is arranged as required.
- Re-directs staff to their Benefits Officer if travel is due to relocation/removal.
- Communicates with Manager to ensure client travel is arranged as required.

- Books air flights, hotel and ground transportation as required in within Government of the Northwest Territories (GNWT) and bargaining unit, Union of Northern Workers (UNW), policies and procedures.
- Works with traveler to resolve any issues pertaining to travel.
- Confirms arrangements are made as requested.
- Arrange client travel outside of medical travel scope.
- Work within the System for Accountability and Management (SAM) system for all travel request, approvals and expense claims.

**3. Coordinates staffing accommodations for all staff.**

- Assigns staffing accommodation on a priority basis in consultation with the Regional Managers.
- Maintains accommodations schedule to show availability.
- Resolves any accommodation issues with Regional Manager’s assistance if required.
- Provides the housekeeping department with staff accommodation vacancy schedule to ensure adequate cleaning when staff vacate.

**4. Provides administrative support for the regional administration office staff to ensure effectiveness and efficiency operations.**

- Performs general reception duties for the regional office by receiving, screening, and transmitting incoming telephone calls and directing calls and visitors to appropriate staff, including addressing general public inquiries for information on Regional Authority operations and decisions.
- Supports Regional Managers with Visa reconciliation in SAM.
- Payment of services for selected vendors that may not be covered by other departments.
- Carry out follow-up procedures to track major issues and projects, etc. ensuring that deadlines are met and decisions are implemented.
- Assists senior managers with preparing correspondence.
- Assists with general reception duties in the absence of the administrative support clerk and/or the executive assistant.

**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 office and administrative procedures..
- Knowledge of and ability to work with multi filing systems.
- Knowledge of and/or the ability to learn and apply knowledge relating to the inter-relationship between department, board or agency, within the GNWT as a whole and with external organizations and issues.
- Skilled in the use of a computer and related software applications (Microsoft, Excel, etc.).
- Ability to learn and use financial systems and processes.
- Interpersonal skills and oral and written communication abilities.
- Ability to manage several tasks simultaneously on an on-going basis.
- Ability to prioritize workload and meet deadlines.
- Time management and organizational skills, and cross cultural awareness.
- Ability to listen, understand and respond professionally with government officials, aboriginal organizations, and general public, staff and other departments.
- Knowledge of privacy and access to personal information and the ability to maintain confidentiality personally and professionally.
- Accuracy in proofreading and strong knowledge and command of the English language
- Ability to manage stress and conflict within the workplace involving clients and staff.

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

Completion of a Secretarial or Office Administration Certificate program, and two (2) years of office administration / administrative support experience.

Equivalencies of education and Experience will be considered.

## **ADDITIONAL REQUIREMENTS**

### **NTHSSA - Sahtu Region Requirements**

- Standard First Aid.
- Certification in basic CPR/AED (Cardiopulmonary Resuscitation/ Automated External Defibrillator).
- Workplace Hazardous Materials Information System (WHMIS).
- Accreditation training (position-specific).
- Electronic Financial System

## **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:**

Required

Preferred