



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Relief, Administrative Assistant, CWSS	
Position Number	Community	Division/Region
48-17227	Inuvik	Community Wellness and Support Services/Beaufort Delta

## PURPOSE OF THE POSITION

The Administrative Assistant, Community Wellness and Support Services, Relief, is responsible for the provision of clerical and reception functions to ensure the effective functioning of the Northwest Territories Health and Social Services Authority (NTHSSA) Beaufort Delta Region management and staff with a primary focus on Social Programs.

This position is the first point of contact for the Community Counseling Program (CCP) and clientele in Inuvik. The incumbent operates within NTHSSA By-laws, Policies and Procedures, Union of Northern Workers Collective Agreement, and Government of the Northwest Territories (GNWT) Legislation to ensure the smooth functioning and operation of Community Counseling Program within the Beaufort Delta Region.

## 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 Tlicho 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.

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 strategy.

Located in Inuvik, at Community Wellness and Support Services building (66 Franklin Rd), the Administrative Assistant, Community Wellness and Support Services (CWSS) reports directly to the Regional Manager (RM), Community Wellness and Support Services, and is a member of the regional Community Wellness and Support Services team and responsible for the provision of a full range of administrative functions to the Beaufort Delta CCP team. The CWSS team includes the Regional Manager, supervisory roles and 20+ Counselors, Community Wellness Workers, and other CCP staff. In addition to providing administrative support, the incumbent manages the flow of clientele and works collaboratively to ensure office, staff, and client safety.

This administrative role involves highly confidential and sensitive information that could impact on clients and/or family members, employees of the NTHSSA, Department of Health and Social Services (DHSS), GNWT, clients and/or their families. The position involves close coordination with NTHSSA BDR managers and staff, as well as duty travel to outlying communities to support CCP staff in with filing and administrative functions.

Responsibilities are diverse and the incumbent will be exposed to highly sensitive and confidential information, at times about persons who are known to them. Clients who come in who are known to the incumbent, may be uncomfortable due to the reasons they are in contact with the Authority. The reception desk and area are open to the public with little opportunity for privacy. In this environment confidential and sensitive documents and files could impact upon clients and employees of the NTHSSA and must be managed appropriately.

Incumbent will experience constant demands and interruptions from phone fax, clients, and employees, which may make it difficult to complete tasks in a continuous manner. The job holder interacts with clients from a variety of cultural and ethnic backgrounds which could lead to frustrations in communication and cooperation. Clients are often feeling highly stressed due to involvement with the child and family services program and may present as anxious, volatile, angry, or under the influence. Incumbent must be able to quickly assess each situation and respond appropriately or contact security or RCMP for intervention.

## **RESPONSIBILITIES**

- 1. Ensure all clients and visitors are dealt with in a respectful, confidential and timely manner.**



- Answer the telephone, note, and distribute all messages in an accurate and timely fashion.
- Welcome clients and visitors and ensure the security of all within the CWSS office by identifying the reason for any persons visiting the Social program office area.
- Attend to drop-in clients who may be upset and/or in crisis should no worker be available.
- Notify CCP staff when clients arrive at reception.
- Ensure the reception area is always tidy, comfortable and inviting.
- Connect clients to resources and/or access assistance in dealing with high risk situations as necessary.
- Provide information about CWSS.
- Monitor/ document times/destinations of all staff leaving and returning during the working day and notify relevant supervisor of unexpected delays.
- Refresh coffee for all visitors as required during the working day.
- Refer intake calls to relevant CCP.
- Maintain a supply of up to date brochures currently in use.
- Document times/destinations of all staff leaving and returning during the working day; ensure a cell phone is taken in case of need for urgent contact.
- Keep cell phone charged and ready for staff use.

**2. Perform clerical duties to support the overall functioning of the CCP.**

- Pull all files as required by CCP staff in the morning, and re-file at the end of each day.
- Create file folders and complete filing as requested.
- Maintain administrative files, which include master copies of all forms in current use.
- Send faxes/photocopy/and type documents as required in a timely manner.
- Complete requisitions for supplies.
- Validate all deliveries with requisition orders and sign/date as received.
- Organize and monitor usage of stationary/housekeeping supplies in file room.
- Collect, distribute and forward mail/packages/documentation.
- Alert for any maintenance/breakdown/replacement issues within the department which require a telephone call for assistance.
- Dispose of all unwanted/outdated confidential materials by shredding them, promptly.
- Ensure the file room is organized and tidy.
- Complete quarterly fax audits.
- Maintain key log for CCP staff.

**3. Perform program specific duties that support the staff of CCP in their delivery of a client centered care model.**

- Book appointments for CCP clients, ensuring session is with the correct staff member.



- Alert CCP staff if they over-run a session, to maintain the smooth flow of the daily schedule.
- Reschedule clients should any staff be away without notice (unexpected emergency or illness).
- Ensure drop-in or urgent clients are connected to services as per the CCP service model.
- Prepare various file folders for relevant staff.

**4. Perform other related duties.**

- Distribute monthly Mental Health/CFS on-call schedule as directed by Clinical Supervisor.
- Maintain an organized filing system according to GNWT policy and procedures.
- Complete special projects.
- Complete any other related duties, for example shopping for supplies or goods.

**5. Provide general administrative support to supervisors including ensuring NTHSSA BDR documents are tracked and all correspondence and documents are prepared and formatted in a manner reflective of the NTHSSA BDR as a professional organization.**

- Take a lead role in working with HR and Managers in completion of human resource documents such as Job offers, Job Action Forms, Casual Staffing requests, Job descriptions and Job Evaluation forms.
- Assist Manager and/or supervisors with visa reconciliation.
- Organize, tracks, and submits Professional Licensing documentation and payment.
- Purchasing and compiling supply orders.
- Complete filing, photocopying, mailings, printing, faxing, scanning, laminating, development of brochures and handout, and other administrative tasks as requested by RM CWSS and supervisors.
- Compile complete monthly Adult Intake statistics for the CCP.
- Support the completion of equipment and supplies orders for Manager and supervisors including stationary and supplies to be sent to communities.
- Maintain the photocopiers and ensure the file room and the workroom is organized and stocked.
- Maintain administrative records classification system (ARCs) following the NTHSSA approved records retention schedules. Track incoming and outgoing correspondence and documents and ensure correspondence and documents are forwarded to appropriate persons and agencies.
- Proofread, format, and prepare documents and correspondence.
- Recommend formatting or wordsmith changes to final documents for review.
- Investigate, collect, monitors, analyze and compile various forms of correspondence / data / statistics / information as requested.



- Arrange meetings as requested through the booking of meeting rooms, teleconferences, extend invitation to members and order refreshments as requested.
- Proactively develop Agendas in consultation with Manager and Supervisors.
- Accurately and thoroughly record minutes of meetings, proactively distribute minutes to participants and others as appropriate.
- Develop and document ongoing actions lists established during committee meetings and follow up as required to ensure action lists are updated and minutes are accurate.

**6. Assist in organizing and booking special programs and events such as group training, as requested by RM CWSS.**

- Book meetings rooms both on and offsite, booking refreshments, ensuring audio visual equipment is booked as requested.
- Receive quotes for costs and making recommendation to Manager to determine final booking and service provider.
- Contact hotels to set aside blocks of rooms and work closely with Travel Specialist to coordinate travel and accommodations.
- Support Staff Education through assisting in booking meeting rooms, taking registration for orientations and staff training, assisting in the logistics of organizing and booking training rooms and equipment.
- Provide support in organizing and preparing for health and career fairs.

**7. Organize and expedite flow of work for NTHSSA – BDR Management.**

- Liaise with various authorities, agencies, departments, directors, managers, supervisors and employees for Supervisor or Manager-appointed task assignments and initiates follow-up.
- Work collaboratively with team members as required ensuring smooth transition of work responsibilities.
- Participate in various committee meetings, and agencies.

**8. Workplace Health and Safety.**

- Employees of Beaufort-Delta Health and Social Services Authority are committed to creating and maintaining a safe and respectful workplace for employees and patients/clients. Building a respectful workplace is everyone's responsibility.
- 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, UNW, and WSCC) 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, 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**

### **Physical Demands**

(This involves physical activity performed by the incumbent in carrying out the responsibilities of the position, *beyond* what is required in a standard office environment. Examples: extensive walking, heavy lifting, )

### **Environmental Conditions**

(This includes environmental exposures/conditions beyond what is required in a standard office environment. Examples: toxic or unpleasant fumes, loud noise, vibration, dirt, dust, etc.)

### **Sensory Demands**

(Sensory demands are the intense, simultaneous use of 2 or more senses in order to accomplish assigned activities.)

### **Mental Demands**

People in crisis can be abusive to those trying to help, and the incumbent will play a key role in safety for the office by remaining calm and focused while assessing potential risk from clients who may pose a risk to harm themselves or others. The incumbent works collaboratively with the Social Program Team and will be called upon to make accurate judgments and decisions, and/or provide reassurance until the Clinical Supervisor or a Child Youth and Family Counselor is available. The Clerk / Receptionist must be able to seek further help if the situation escalates, and take appropriate action to mitigate the risk.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of office and administrative procedures supported by organization and communication skills.
- Knowledge of general office duties and records management, including ARCS and ORCS (Administrative Records Classification / Operational Records Classification) systems.
- Writing skills and the ability to proofread documents for style, form, spelling and grammar.
- Knowledge of and ability to network resources within and outside the employing Health and Social Services Authority to ensure support for clients and their families.





- Knowledge and proficiency in a variety of programs and systems including word processing, spreadsheet, data collection, email, and telecommunications; maintain confidentiality of information.
- Interpersonal skills and the ability to interact with clients with composure and tact.
- Ability to work independently and ensure accuracy when booking clients appointments and rescheduling appointments.
- Ability to interact and coordinate with Managers, a range of health and social services professionals and clientele who come from a range of social, educational, and cultural backgrounds.
- Sensitivity and respect for all cultures and traditions, with knowledge of the culture and traditions of the northern and Indigenous people.
- Speaking Gwich'in and/or Inuvialuktun an asset
- 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 equivalent of a two (2) year Business Administration or Communications program with three (3) years of experience in a relevant position.

Equivalent combinations of education and experience will be considered.

**ADDITIONAL REQUIREMENTS**

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

The incumbent must have ASIST (Applied Suicide intervention Skills Training) and have completed recognized non-violent intervention training or be willing to obtain.

**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