



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Administrative Supervisor, Health Services	
Position Number	Community	Division/Region
48-17607	Fort Smith	Acute Care, Primary Care, Midwifery

PURPOSE OF THE POSITION

The Administrative Supervisor Health Services oversees the provision of all administrative support services within Acute Care, Primary Care and Midwifery at the NHTSSA Fort Smith Region in order to assist the Regional Manager Health Services in planning and delivering comprehensive health and social services in accordance with established standards, values, philosophy and objectives of the Northwest Territories Health and Social Services Authority to ensure the provision of safe, quality, standardized health care to the residents of the community.

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 Tłıchʔ 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 include 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 Tłıchʔ 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 NTHSSA - Fort Smith Region is responsible for the effective delivery of Primary and Emergent Health Care and Social Services to approximately 2,500 residents of Fort Smith and the surrounding area. The Regional facilities include one type C Health Facility and a 28 Bed Long Term Care Facility.

Located in Fort Smith, the Administrative Supervisor Health Services reports directly to the Regional Manager Health Services and ensures all administrative areas in Acute Care, Primary Care and Midwifery are functioning effectively and efficiently. Responsibilities include the direct supervision of Receptionists, Administrative Clerks, Program Assistants and Specialist Clinic Assistants, facilitating all administrative support services and acts as a team leader for the day-to-day administrative functions for all health programs.

This position works independently in handling a variety of administrative situations within established policies and procedures and with general guidance from the Regional Manager Health Services. The Clinic Administrative Supervisor is called upon to make clerical and administrative decisions, including signing and purchasing authority, as well as higher level decisions, in the absence of the Regional Manager Health Services.

Within this interdisciplinary environment the Administrative Supervisor Health Services must understand the various roles of the Integrated Primary Care Team (i.e. Physicians, Nurse Practitioners, Community Health Nurse-Primary Care, Community Health Nurse-Public Health, Midwives, Holistic Wellness Advisor, Specialist Clinic LPN, Primary Care LPN and Community Health Representative).

The legacies of colonization and residential schools have impacted Indigenous health outcomes and the way health and social services are delivered and accessed. The incumbent is required to always honor and promote a culturally safe environment. Practicing from a trauma informed care perspective is expected and the position requires that interaction with clients and families is tactful, respectful, and humble. This position requires the ability to handle several complex issues concurrently while maintaining attention to detail. The incumbent is expected to remain calm, controlled, and professional, regardless of the situation, and demonstrate compassionate care that is free of racism and discrimination, to clients, families, community members, and other members of the health care team. The incumbent is required to be motivated and innovative in the area of continuing education and practice, such as engaging in self-reflection, to encourage the professional growth of self and others.

The clinic administrative supervisor is required to work Monday to Friday for 7.5 hours.



RESPONSIBILITIES

1. Coordinate, prioritize, organize, provide and/or delegate administrative support duties for assigned program areas to facilitate quality programs and services.

- Participate in developing and implementing standard operating procedures to streamline office procedures in accordance with Accreditation Canada requirements.
- Maintain attendance register for all administrative staff.
- Maintain the Electronic Medical Record (EMR) patient scheduler including scheduling, confirming and changes to patient appointments.
- Provide computer support and direction to staff and practitioners regarding the EMR, network and programs.
- Provide an orientation to all new staff on administrative matters, such as: office process, use of office equipment, and entering time.
- Maintain a bring-forward (BF) system ensuring items are followed upon.
- Format, proofread and prepare correspondence, reports and other documents.
- Facilitate the resolution of problems related to the daily administrative operations (telephones, computers, printers and other electronic equipment).
- Receive deliveries, phone calls, visitors, faxes, electronic and regular mail and determines actions required and direct/transfers to the appropriate person.
- Facilitate information flow within the clinics to enable timely and effective response to health and social services issues including patient and employee needs.
- Manage office supply inventories and regularly orders office, medical supplies, and equipment.
- Coordinate and support the Regional Manager Health Services and the Clinical Coordinator Acute Care (including meeting arrangements, and records meeting minutes as required).
- Maintain bookings meeting rooms.
- Monitor, compile and submit indicators on Primary Care activity (e.g. client visits to clinics, number of no shows, 3rd next available appointment).
- Lead special projects as assigned by the Regional Manager Health Services.
- Ensure the safe, respectful, and efficient operation of the

2. Supervise all administrative duties ensuring the most effective utilization of support staff.

- Manage the effective allocation of administrative resources, working in conjunction with the Regional Manager Health Services and Human Resources (HR) to recruit, interview, hire and discipline administrative staff including Receptionists, Administrative Clerks, Program Assistants and Specialist Clinic Assistants.
- Train, orientate and coach Receptionists, Administrative Clerks, Program Assistants, Specialist Clinic Assistants, and casual staff as required.



- Ensure the successful cross-training of all administrative staff so that they are trained sufficiently to carry out all the administrative duties of the clinics (e.g. scanning/linking, referral/travel processing).
- Assign and monitor daily administrative duties to the administrative staff.
- Evaluate performance for administrative staff on an on-going informal basis and provides formal annual written evaluation.
- Direct administrative staff to complete tasks when required.
- Intervene when required when conflict or performance issues arise.
- Ensure duties are completed by monitoring task lists and call back targets are met.

3. Provide financial administrative support services.

- Monitor administrative Operational & Maintenance (O&M) variances.
- Prepare information for office invoice coding and payment.
- Ensure all fees for patient services are received appropriately and forward information to Department of Finance.
- Compile and generate statistical and financial data as required.

4. Provide record management services for the Clinics, in accordance with GNWT

- Access to Information and Protection of Privacy Act (ATIPP), relevant policies and archival practices and protocols.
- Ensure that office documents are correctly filed to an accepted file management system and that proper security is in place.
- Create new files, closes dated files and prepares files for archiving and disposition.
- Maintain file lists.

5. Facilitate, support, and promote a culture of teamwork.

- Receive and share information, opinions, concerns, and feedback in a supportive manner.
- Work collaboratively to build rapport and create supportive relationships with team members both within primary care and across the organization.
- Develop a supportive rapport with individuals and their families to facilitate collaborative relationships with other integrated team members.
- Make frequent decisions about the most appropriate, effective, and efficient mode of communication among interdisciplinary team members in accordance with identified policies and procedures.
- Coordinate and participate in formal and informal case conferences to share appropriate information concerning individual concerns or progress and to utilize the team's skills and resources in the most efficient and effective manner.
- Contribute to a positive, strengths-based team environment and support team colleagues.



- Collaborate proactively with all integrated and interdisciplinary team members utilizing a client centered approach to facilitate and maximize healthcare outcomes.
- Communicate effectively with other members of the health care team to provide continuity of care and promote collaborative efforts directed toward quality patient care.

WORKING CONDITIONS

Physical Demands

Exposure to physical strain related to sitting for long periods of time and eye strain working with a computer.

Environmental Conditions

Exposure to crisis situations requiring immediate attention and discussion. Due to health centre environment and open style of office with physical proximity to reception, there may be exposure to communicable diseases.

Sensory Demands

No unusual demands.

Mental Demands

The environment is dynamic and constantly changing, resulting in continually re-evaluating and shifting priorities.

The incumbent may be exposed to unpleasant experiences including demanding or irate clients/family members who are under the effects of alcohol or drugs are mentally ill or homeless.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of standard office administration protocols, procedures and best practices including medical terminology and communication formats.
- Knowledge of confidentiality protocols and ability to apply such.
- Ability to acquire knowledge relevant to understanding and keeping abreast of the primary health care system and the organization's operational direction.
- Interpersonal skills and the ability to communicate with a wide variety of people including the ability to defuse conflict when dealing with irate patients.
- Skilled in records management, or the ability to acquire applicable knowledge.
- Computer literate with an ability to use and/or learn a variety of software programs.
- Attention to detail skills and the ability to accurately proofread documents and record minutes at meetings.

- Ability to comprehend and follow direction both in writing and verbally.
- Ability to independently problem solve and implement a solution within scope of office management.
- Ability to work in a fast-paced environment with a variety of responsibilities.
- Ability to supervise staff in a demanding environment.
- Ability to effectively time manage, multi-task, organize and prioritize work.
- Ability to read variance reports and other financial related tasks.
- 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:

A certificate or diploma in Medical Office Administration or Office Administration – or - a High School / Secondary School (grade 12) diploma and, three (3) years of experience in a medical or health care facility in an administrative role along with successful completion of a medical terminology course.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

To be completed within 6 months of employment unless completion of a Medical Office Administration certificate or diploma:

- Medical terminology

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

CERTIFICATION

Title: Administrative Supervisor, Health Services

Position Number: 48-17607

Employee Signature	Supervisor Signature
Printed Name	Printed Name
Date <i>I certify that I have read and understand the responsibilities assigned to this position.</i>	Date <i>I certify that this job description is an accurate description of the responsibilities assigned to the position.</i>
<div> <div>Deputy Head/Delegate Signature</div> <div>Date</div> </div> <i>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</i>	

The above statements are intended to describe the general nature and level of work being performed by the incumbents of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position.