IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Intern, Finance Officer, Physician Services	
Position Number	**Community**	**Division/Region**
48-17696	Yellowknife	Supply Chain & Physician HR Management/ Headquarters

PURPOSE OF THE POSITION

The Intern, Finance Officer, Physician Services (Intern) is responsible for the preparation, processing and maintaining the documentation to ensure that locum physicians are paid appropriately and in a timely manner.

In addition, the Intern may provide support to the Contract Coordinator, Physician Services (Coordinator) in the preparation / review of Locum Contracts, onboarding and offboarding locum physicians and other administrative activities relating to locum services in the NWT.

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.

Located in Yellowknife, the Intern reports directly to the Supervisor, Physician Contract Specialist (Supervisor), Office of Medical Affairs and Credentialing (OMAC) division within the NTHSSA. The intern will also report indirectly to the Manager, Accounts Receivables.

The health and social services system employs approximately 30% of the GNWT workforce, the majority of who are in specialized professions. The recruitment, retention, and development of the HSS workforce are essential to the effective delivery of HSS programs across the NWT. There are 75 full time equivalent (FTE) physicians with an average of 40% vacancies across the NWT, most of which is covered by Locums in smaller regions.

The Intern is responsible to prepare payment vouchers in accordance with the timelines outlined in the existing locum contract and approved fee schedule, and submission to Financial Shared Services for processing and payment. The Intern would be the locum physician's first point of contact for any questions regarding their payments. The intern will be responsible for developing process manuals and standard operating procedures.

The Intern is also responsible to provide support to the Coordinator in the preparation and review of the locum contracts, onboarding and offboarding the locum physicians and other administrative tasks associated with locum contract administration.

The Intern is also responsible for providing year end accruals of outstanding locum payments and coordinating with the regional staff to ensure the data obtained is accurate and complete.

The Intern assists in other projects relating to locum services as assigned by the Supervisor or the Manager, OMAC.

The Intern may also work with OMAC staff to ensure that timely, relevant and accurate information is available for the managing of budgets and exercising spending authority.

This position works closely with variety of regional and NTHSSA staff, the Department of Health and Social Services staff, Tłı̨chǫ Community Services Agency (TCSA), Hay River Health and Social Services Agency (HRHSSA), Department of Finance staff and other external agencies.

RESPONSIBILITIES

1. **Responsible for processing and maintaining the appropriate documentation to ensure locum physicians are paid appropriately and in a timely manner.**
   - Verifies and validates locum physician timesheets to provide checks and balances in accordance with the contracts and schedules.

- Reviews, verifies and validates the locum physician callback logs for payment processing.
- Prepares reimbursements for locum physicians as required.
- Coordinates expense claims and invoices for locum physicians to ensure they are paid in a timely fashion.
- Coordinates with the locum physicians to ensure timesheets are accurately completed to ensure payroll is administered in a timely manner.
- Responds to and follows up on locum physician queries and information requests by providing answers and other relevant information relating to locum physician payments.
- Prepares year end accruals of outstanding locum payments and coordinating with the regional staff to ensure the data obtained is accurate and complete.
- Edit and maintain process documents and SOPs to reflect necessary changes in process by NTHSSA or the GNWT.

2. **Provide support to the Coordinator, as requested.**
- Assists with the preparation of locum physician contracts using the approved GNWT Locum Tenens Contract.
- Assists with the preparation of the necessary IT related forms and documentation to ensure locum physicians have access to the patient information upon arrival so they can provide the right care to the patients during their visits.
- Assists with updating all necessary documents, including onboarding and offboarding and orientation materials to reflect any changes to the locum contracts.
- Assists with the coordination of accommodation and housing services for locum physicians.
- Assists with the coordination of all travel and transportation needs for locum physicians based on the physician schedules.
- Assists with the coordination of travel schedules, travel arrangements and accommodations for locum physicians traveling to remote locations within the NWT.

3. **Perform other financial duties as required.**
- Assists the Supervisor and Manager, OMAC to prepare reports and analysis to assist with annual reporting and budgeting.
- Completes special projects.
- Other duties as assigned.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual demands.

Sensory Demands

Normal office environment.

Mental Demands

This is a fast paced job with a high volume of locum physicians, each require payments to be processed in accordance with the existing locum physician contract.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of GNWT financial services
- Skilled in the use of software applications such as Excel, MS Word and Outlook.
- Communication, both oral and written, and interpretation skills.
- Analytical, organizational and time management skills.
- Ability to interpret contracts.
- Ability to multi-task and work effectively in a team environment in a cross-cultural setting.
- Ability to use tact and diplomacy with clientele.
- 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 a post-secondary degree in finance or related field.

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