Government of
Northwest Territories

IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Administrative Officer	
Position Number	**Community**	**Division/Region**
48-2429	Yellowknife	Child, Family and Community Wellness / Yellowknife

PURPOSE OF THE POSITION

The Administrative Officer provides administrative support to the Northwest Territories Health and Social Services Authority's (NTHSSA) regional Child and Family Services division. This position will oversee and be responsible for administrative, logistical, and financial services that support these social services programs.

SCOPE

The NTHSSA is the single provider of all health and social services in the NWT, with unique collaborative arrangements in the Hay River and Tlicho regions. It covers 1.2 million square kilometers and serves approximately 43,000 people, including First Nations, Inuit, Metis, and non-aboriginals. Health and social services include a full a 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.

Under the direction of the Department of Health and Social Services (DHSS), the NTHSSA is established to move toward one integrated delivery system as part of the government's transformation strategy. Territorial and federal legislation inform the development of DHSS policy, which leads to operational policies, guidelines and standards of care that are developed by the NTHSSA for regional implementation.

While the Tlicho 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.

The legacies of colonization and residential schools have impacted Indigenous health outcomes and the way health and social services are delivered and accessed. Staff are expected to honour and promote a culturally safe environment at all times.

Cultural safety is an outcome where Indigenous peoples feel safe and respected, free of racism and discrimination, when accessing health and social services. Relationship-based care is fundamental to cultural safety because it prioritizes the need for trusting, caring and ongoing relationships between patients and clients with providers. Embedding a culturally safe approach in HSS has been identified as critical to supporting equitable access to care with the long term goal of improving health outcomes for Indigenous peoples.

For Indigenous residents of the NWT, who represent over 50% of the population, these shifts are particularly significant because despite some improvements over time, there remain significant disparities in their overall health status in comparison to non-indigenous residents. Health disparities are largely attributed to inequalities in the social determinants of health, which for Indigenous residents include the legacies of colonization and systemic racism. With specific reference to Child and Family Services, Indigenous families and their children are disproportionately overrepresented in the system. Most of the children who are involved with Child and Family Services are Indigenous, a fact that can be attributed both to the historical legacies and systemic racism as mentioned above, but also to the lack within the Child and Family Services System of culturally safe and accessible family supports. These factors have also impacted the way health and social services are delivered and accessed by Indigenous peoples in the NWT, contributing to additional complexities in Indigenous health disparities. When Indigenous peoples feel culturally safe interacting with staff and the HSS system they are more likely to access care when needed, leading to improved health outcomes.

Colonization has a continuing and profound impact on NWT Indigenous families today; therefore, the Senior Administrative Coordinator position is responsible to promote and support a system-wide shift towards prioritizing early childhood development, culturally-based prevention, and family and community-driven programing that supports the health and wellbeing of all families in the NWT and supports families who are struggling with multiple barriers to safely staying together.

Located in Yellowknife and reporting to the Regional Manager, Child and Family Services, the Administrative Officer provides a broad range of administrative support services for the NTHSSA office, ensuring effective reception services, file management, operations management, data collection, as well as providing assistance to the Community Social Services Workers (CSSWs), as required.

RESPONSIBILITIES

1. **Provide reception services for the Child and Family Services division.**
   - Receives clients, vendors, and other parties in a respectful and positive manner, ensuring that the appropriate staff is made aware of their presence in the office.
   - Liaise with clients and vendors on behalf of staff as the need requires.
   - Implement an effective system for the management of documents and written information processed through the reception area.
   - Implement safe procedures for receiving all clients.
   - Ensure that all reception office systems, including photocopier, fax machine, computers, telephone answering system, printers and all other relevant equipment are operating effectively.
   - Play a lead role in identifying material/supplies needs, placing orders, and distributing supplies to staff.
   - Effectively maintain and manage the supply room.
   - Ensure workspace and entrance is always clutter free and presentable to the public, coordinating with departments when necessary.
   - Provide forms management for the Unit, ensuring that all relevant forms and documents are available for staff use.
   - Identify reception issues and provide the Regional Manager, CFS with recommendations on how to address these issues.
   - Enter data on computer systems, type letters and reports, and assist staff with the completion of paperwork.
   - Provide orientation and guidance to all staff with respect to administrative responsibilities and systems/processes in place.
   - Communicate building security and/or operation issues to the Regional Manager CFS/ Operations as necessary.
   - Effectively manage foster care information, taking a lead role in the creation of monthly occupancy reports and foster care expenditure reports.
   - Assist with the provision of meeting minutes.
   - Assist the organization of Meetings, Conferences, Training, and In-Service Sessions.
   - Manage physical resources (desks, computers, furniture, and equipment) on behalf of the office.
   - Assist with the creation of brochures, posters, training binders and other documents.
   - Provide direct administrative assistance to staff whenever possible.
   - Provide any other administrative assistance as required to ensure the effectiveness of the office in its mandate and activities.
   - Manage staff leave and attendance on behalf of the office.
   - Manage the coordinator of the visa invoices and sign off.
   - Perform other duties as may be assigned from time to time.

2. **Implement and maintain file management systems.**
   - Implement an effective file management system for Child and Family Services,and other

units as directed by the Regional Manager, CFS.

- Utilize ARCS and ORCS (Administrative Records / Operational Records Classification Systems) in the development of file systems.
- Control and manage the flow of file information as required.
- Ensure that files are organized appropriately and regularly updated with new file information.
- Assist with the copying of files for the purpose of court distribution and/or releasing information under the Child and Family Services Act and/or Access to Information and Protection of Privacy Act (ATIPP).
- Implement an effective file storage system for all current and closed files in conjunction with Management.
- Ensure the safe and secure operation of the file room.
- Work collaboratively with front-line staff to ensure that all documentation is placed on client files as soon as it is created or received.
- Report file management issues to the Regional Manager, Child and Family Services and provide recommendations for improving the system, working collaboratively with all staff to achieve success.

WORKING CONDITIONS

Physical Demands

The physical demands of the position can lead to physical fatigue in that the position can be fast paced. From time to time, the incumbent will be unpacking boxes, moving small furniture items, lifting packages of paper and other items up to 25 lbs. In addition, the position may require sitting in the same position for long periods of time answering phones, along with other administrative duties.

Environmental Conditions

The incumbent is receiving and communicating with clients who often have a history of violence, a criminal record of violent acts and who may pose a real and significant threat and danger to personal safety.
Potential exposure to communicable diseases through contact with clients and the public.

Sensory Demands

The incumbent must be constantly aware of the client's physical and emotional condition while having to be cognizant of one's own personal safety.

The incumbent must be able to manage continuous communications challenges in situations where numerous requests come in from staff and clients in a busy office environment.

Mental Demands

The incumbent from time to time have to handle threats and verbal harassment from clients,

members of the public, and in some cases from other professionals.

The incumbent must handle complaints from agencies, foster parents and staff concerning administrative issues on a regular basis.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of office procedures.
- Knowledge of health and social services terminology.
- Knowledge of information management.
- Knowledge and ability to operate word processing applications (i.e., Microsoft Word).
- Knowledge of court documentation and processes.
- Organizational skills and ability to work in a fast-paced environment.
- Interpersonal and conflict resolution skills.
- ARCS and ORCS filing systems.
- Skilled in written and oral communications.
- Ability to acquire cultural awareness of Aboriginal cultures and traditions.
- Ability to record, format and compile information accurately.
- Ability to maintain high level of confidentiality.
- Ability to ensure that the division's requirements for paperwork are met.
- Ability to absorb, retain and share both written and verbal information from a variety of sources.
- Ability to be diplomatic and non-judgmental in emotional and sensitive situations.
- Ability to effectively set priorities and meet deadlines.
- Ability to work independently and in a Team.
- Ability to manage to manage stress effectively.
- Ability to handle crises in a calm, supportive manner.
- Ability to manage constant change and have a willingness to be flexible.

Typically, the above qualifications would be attained by:

A diploma in Office Administration that includes computer courses, or equivalent training and work experience and a minimum of two (2) years providing support to management and a work unit.

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