



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Executive Assistant	
Position Number	Community	Division/Region
48-4055	Yellowknife	Administration/Stanton Territorial Hospital

## PURPOSE OF THE POSITION

The Executive Assistant (EA) is responsible for the confidential administrative and communications support to the Chief Operating Officer (COO) of Stanton Territorial Hospital (STH). The incumbent ensures the administrative needs of the COO are met in a manner that ensures the functions of STH are conducted effectively and efficiently, in accordance with policies, procedures and directives. The EA works closely with the COO in preparing, organizing, and monitoring high level organizational activities and supports/facilitates numerous special projects. The incumbent prepares and organizes activities for several committees.

## 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.

STH is an accredited facility, located in Yellowknife, and is the referral center for approximately 43,000 FNWT residents and 5,900 residents from the Kitikmeot Region of Nunavut. STH provides health care



services to adults and children on an inpatient/outpatient and outreach basis in order to restore health with dignity.

Located within STH, the EA reports directly to the COO, and is responsible for the administration, communication, and organization of the Executive Office at STH. The incumbent is expected to anticipate and identify the COO's needs and affairs, with the utmost discretion and have a clear understanding of the relationships between the NTHSSA Executive, Department of Health and Social Services (DHSS) and other regional authorities, local government and the community at large.

The position is the primary point of contact for the COO and the senior management team at STH.

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 honour and promote a culturally safe environment at all times. Practicing from a trauma informed care perspective is expected and the position requires that interaction with clients and families is tactful, respectful, and humble.

## **RESPONSIBILITIES**

### **1. Provides executive administrative support to the COO of STH.**

- Responsible for presenting a positive, professional, and competent image for the COO office at STH through effective communications, protocols, policies, and procedures.
- Acts as the first point of contact for administration for STH, for both internal and external contacts.
- Coordinates the COO schedule to accommodate regular, requested, and required meetings according to organizational priorities.
- Receives, reviews, and prioritizes correspondence received for the COO.
- Writes and prepares professional correspondence on behalf of the COO including letters, reports, and correspondence.
- Maintains an efficient electronic and paper filing system for the Executive Office.
- Develops and recommends office procedures and systems, analyzes, and resolves office administrative and procedural issues.
- Receives, reviews, and prioritizes all correspondence received for the COO and/or distributes to appropriate staff.
- Develops routine correspondence, proofreads and edits letters and minutes, and facilitates the preparation of forms, documents and letters for signature.
- Makes travel arrangements, completes registration processes for conferences and other events, and prepares itineraries on behalf of the COO.
- Tracks receipts and reconciles VISA and expenses for the COO monthly.
- Secures and coordinates and drafts responses from inquiries to the COO and STH Senior Management offices.
- Ensures that correspondence is followed through in a timely manner.
- Liaises and collaborates with the COO and appropriate Managers to ensure timely and accurate preparation of briefing documents and or follow up on issues.



- Liaise with internal and external agencies to accommodate regular and requested meetings as per the organizational priorities.
- Coordinates executive signature/approvals as required for Human Resources activities.

**2. Provides administrative support to the COO and STH Senior Management Team.**

- Prepares and distributes STH COO newsletter.
- Facilitates the preparation and distribution of the monthly Manager on Call schedule.
- Schedules regular meetings with COO and Managers, NTHSSA Executive including the Chief Executive Officer (CEO) and other Managers, and schedules COO into (internal) departmental meetings on an ongoing basis.
- Reviews documents with attention to detail and recommendations for change.
- Manages “bring forward” files.
- Maintains current phone listings with monthly update to STH phone directory and on the GNWT online phone directory.
- Maintains email distribution listings with updated membership.

**3. Facilitates the efficient and effective function of the Executive Office.**

- Maintains security and confidentiality of information held in the Executive Office.
- Utilizes desktop publishing software to design posters, publications, certificates, cards, etc. as required including facilitating the production of newsletters.
- Maintains leave and attendance records for the Executive Office.
- Obtains, tracks, reviews, codes, and submits invoices for signature and forwards invoices, PDI requests and other financial documents to appropriate Finance staff.
- Receives, dates and forwards in a timely manner to the appropriate individual(s), such human resource related documents as job offers, amendments, extensions, transfers etc. that require COO and CEO signatures.
- Schedules and organizes meetings and appointments; books meeting space; drafts agendas; prepares and distributes meeting materials; records minutes and prepares arising action list and status reports for follow up items and permanent records on a regular and as required basis.
- Records, prepares, and distributes the minutes for several internal committees and for outside agencies as required.
- Maintains, purchases and tracks office supplies for the executive office.
- Develops and updates organizational charts and job descriptions in conjunction with human resources as required.
- Ensures documents such as contracts, contribution agreements, service contracts etc. are properly signed, witnessed, tracked, filed electronically, and submitted to relevant administration staff or sent to external contacts in a timely manner.
- Obtains, tracks, reviews, codes, and submits financial documents for necessary signatures and forwards completed financial documents to appropriate staff.
- Maintains security and confidentiality of information held in the executive office.
- Maintains an efficient and highly confidential filing system for the Executive Office develops and recommends office procedures and systems, analyzes, and resolves administrative and procedural issues.



- Responsible for submitting, disseminating, filing, and posting finalized policy and procedure documents.
- Responsible for liaising with NTHSSA Privacy team for distribution of incident letters to clients and the Office of the Information and Privacy Commissioner.
- Maintains electronic and paper filing system for the executive office.

**4. Facilitates Special Projects for the COO as required.**

- Coordinates, oversees and/or manages special projects and events, as required.
- Research, analysis, compiles and writes special reports.
- Drafts budgets and tracks expenditures for special events.
- Liaises and collaborates with teams, working groups and colleagues as required, for follow up, monitoring progress on projects for timely completion.
- Coordinates the Long Service Awards process, ensures certificates are ready for the ceremony, coordinates the ceremony and invitations and ensures certificates are sent to those not in attendance.
- Executive representative on the STH Social Committee.

**5. Workplace Health and Safety:**

- Employees of the Authority are committed to creating and maintaining a safe and respectful workplace for employees and patients/clients. Building a safe and 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, Union of Northern Workers, and Workers' Safety and Compensation Commission) 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 and Supervisors 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**

There is occasional physical effort required for this position. The incumbent is expected to work on the computer approximately 80% of the time, which can cause eye and muscle strain. Moving of necessary materials to site for meetings requires physical lifting. Retrieving and filing archived materials requires movement of heavy boxes.

**Environmental Conditions**

The incumbent works in a reasonably comfortable office environment. There is the need for occasional travel outside of the office on foot, via motorized vehicle.



### **Sensory Demands**

The incumbent must be a good listener during meetings to be able to record accurate minutes and actions from the meetings. Long periods of intense concentration, reviewing data and information, are required in an office environment.

### **Mental Demands**

The environment is dynamic, resulting in continually re-evaluating and shifting priorities. There is frequent exposure to situations and workload that may lead to high levels of stress.

The incumbent is expected to remain calm, controlled and professional, regardless of the situation. There are recurring and frequent interruptions of tasks. Incumbent is required to manage several tasks at one time on a regular basis. A high level of concentration and attention to detail is required much of the time. Responsibilities often entail deadlines with short notice or numerous changes.

Public inquiries can be of an emotional nature from distressed individuals which require tact and may lead to stress. The incumbent is privy to considerable amounts of information, some which is extremely confidential; there is a need to be constantly aware of confidentiality concerns and the need to be discreet. Extenuating circumstances occasionally require the incumbent to work outside of normal working hours. Organizational development and evolution may lead to high levels of stress.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of the Government of the Northwest Territories structure, policies, procedures, and systems.
- Knowledge of the Government of the Northwest Territories Procurement Policies.
- Knowledge of office and administrative procedures.
- Knowledge of the administration and the services offered by the organization.
- Skills in Recording and publishing of meeting minutes is required skill.
- Verbal and written communications skills.
- Telephone and email etiquette is required.
- Organizational skills.
- Presentation and public speaking skills.
- Demonstrated staff management skills.
- Demonstrated critical thinking and problem-solving skills.
- Must have demonstrated confidence managing multiple projects and activities in a dynamic environment and adhering to deadlines.
- Demonstrated ability to work under pressure.
- Ability to understand and carry out detailed instructions.
- Ability to concentrate and listen for lengthy periods of time.
- Ability to record, format and compile information accurately.
- Ability to take and transcribe minutes; ability to type 50 words per minute.
- Ability to interact at a Senior Management level, which requires sensitivity, effective and concise thinking, and confidentiality.
- Ability to communicate effectively in writing and verbally to a variety of audiences with varying levels of background, knowledge, and education.



- Familiarity with Health and Social Services terminology.
- Working knowledge of software programs including, but not limited to, Microsoft Office Word, Excel, Outlook, PowerPoint, Microsoft SharePoint, Visio and Publisher
- Sensitivity to the geographical and cultural diversity of the NWT.
- Ability to maintain a high degree of tact, discretion, and diplomacy in a fast paced, often changing environment is critical.
- Experience supervising staff is 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:**

A diploma in Office Administration with 4 years of progressively more responsible administrative or office management duties.

Equivalent combinations of education and experience will be considered.

**ADDITIONAL REQUIREMENTS**

STH has a number of certifications that are required upon hire, depending on the area where the employee works, including but not limited to: Indigenous Cultural Awareness, Biohazardous Waste, Biosafety & Biosecurity, Infection Prevention and Control, Workplace Hazardous Materials Information System (WHIMS) and others directly related to the incumbent's scope of practice.

**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