



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Administrative Assistant	
Position Number	Community	Division/Region
48-6507	Yellowknife	Patient Care Services / Stanton Territorial Hospital

PURPOSE OF THE POSITION

The Administrative Assistant provides senior professional secretarial and administrative support to the Director, Patient Care Services, as well as the Managers that report directly to the Director.

This position supports the function and work environment of the management team of patient care services to help organize and facilitate the day to day work, to allow the team a committed engagement in the seamless operations and activities to promote maximum resource utilization, optimal customer service and achievement of organizational vision, mission and goals.

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 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 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 NWT. 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.

Stanton Territorial Hospital (Stanton) is a referral centre for the approximately 43,000 residents of the Northwest Territories and approximately 6000 residents of the Kitikmeot Region, Nunavut (NU). Stanton provides the majority of acute care nursing for patients referred from the NWT and the Kitikmeot.

Located in Yellowknife, the Administrative Assistant reports to the Director, Patient Care Services (Director) and performs senior secretarial and administrative duties and functions as the key secretarial support to the Director and the associated unit managers (i.e., Manager, Critical Care Services; Manager, Medicine and Surgery, Manager, Extended Care Unit, Manager, Mental Health Services; Manager, Maternal Child Services, Manager, Operating Room and Day Procedures; and Manager, Ambulatory Care and Ophthalmology etc.). The incumbent ensures that all written documentation conforms to NTHSSA and government formats, procedures and policies. The incumbent is responsible for coordinating, editing and reviewing documentation provided by the NTHSSA executive and respective units.

The position contributes to the executive administrative team consisting of an Executive Assistant to the Chief Operating Officer; an Administrative Assistant (Divisional) and a Project and Communications Coordinator. With a close working relationship amongst the Stanton administrative team, a high degree of cooperation is required between the positions as common issues, urgent requests and subject matter will require collaboration to complete most tasks.

The position works within established procedures, and support will be provided through various formal and informal activities. The incumbent will receive either written or verbal assignments from the Chief Operating Officer (COO), Director Patient Care Services, Director Operations and Allied Health, various Managers and the Project and Communications Coordinator. Duties of this position involve highly confidential and sensitive information, such as salaries, grievances, lawsuits and customer complaints, therefore, confidentiality must be ensured at all times. The incumbent will work in an environment where there are frequent and competing demands. The Administrative Assistant plays a pivotal role in ensuring that deadlines are met, output is quality controlled and staff is adequately supported.

Decisions resulting in poor quality of work, delays in meeting deadlines and errors made in performing duties could create embarrassment for the organization. Breaches of confidentiality and/or the provision of inaccurate/incorrect information can have serious legal and reputational implications.

The scope of this position requires the incumbent to have flexibility with working hours dependent on the priorities and activities of the department

RESPONSIBILITIES

- 1. Provide professional and confidential secretarial services to the Director, Patient Care Services. In addition, the incumbent provides relief secretarial services for the Executive Assistant to the Chief Operating Officer.**

- Coordinate, edit and review documentation produced by the Director and their respective units.
- Accurately type correspondence, reports and documents from handwritten or electronic notes for the COO, Director, Patient Care Services or the Director, Operations and Allied Health Services.
- Arrange, record and confirm all assigned executive appointments/meetings within and outside the office and assemble relevant files and related information for these meetings.
- Arrange for courier services for outgoing correspondence and other documents.
- Generate all travel and accommodation arrangements for the assigned executive.
- Prepare and document requisitions and other documents in System for Accountability and Management (SAM) including Travel Authorizations and Expense Reports.
- Track of all corporate Visa expenses and monthly reconciliation.
- Perform receptionist duties for the Stanton Administration by receiving and transmitting telephone calls locally or long distance, answering inquiries, handling messages and directing calls and visitors to the appropriate staff.

2. Provide senior administrative and clerical support to ensure the effectiveness and efficiency of the day-to-day office administration. Recommendations are made with respect to file systems and records management.

- Maintain an electronic document tracking systems, prioritizing all correspondence, directing tasks to senior staff, assigning task dates.
- Monitor and track progress of tasks assigned to patient care units reporting to the Director.
- Maintain a record of assigned work tasks including "bring forward" retrieval system for all correspondence.
- Maintain a record of all correspondence signed by the executive.
- Forward correspondence to the STH divisions for the preparation of NTHSSA responses.
- Organize, record and maintain a confidential filing system.
 - Be a skilled resource in Government of the Northwest Territories (GNWT) Administrative Records Classifications System (ARCs) and Operational Records Classification System (ORCSs) for the management of all Director's electronic and paper files and network drive structures; and
 - Ensure periodic audit of NTHSSA staff access to confidential network drives and files.
- Maintain the confidentiality of incoming and outgoing email messages and sending of email messages.
- Provide computer and office procedure training to casual employees as and when required.
- Prepare, for the assigned Stanton executive signature, all Human Resources (HR) documentation.
- Photocopy and scan a variety of documents.

3. Provide professional support to the Director with respect to general secretarial/office procedures.

- Assist in the completion of briefing notes, options papers, decision papers and info item for the executive signature and executive staff.
- Prepare summary reports on incoming tasks and status reports on current tasks.
- Research information required by the Director and their staff.
- Make recommendations for the improvement of office procedures which will improve effectiveness and efficiency.
- Assist in developing solutions to day-to-day problems.
- Provide orientation and assistance to new Administration staff.

4. Oversee and maintain supplies, resource and publication inventories, and equipment.

- Manage and maintain resource and publication inventory.
- Request and evaluate quotes for printing.
- Arrange for the purchase of office supplies and the processing of requisitions for supplies as required.
- Organize and maintain office supplies inventory and supplies/photocopy room.
- Perform user maintenance, programming and basic trouble shooting on all office equipment.
- Arrange for more complex maintenance, upkeep and surplus of office equipment.
- Anticipate, order and orientate new Patient Care Services staff to all computer hardware, telecommunication hardware and other staff specific administrative hardware.
- Track, collect, and as appropriate, reassign all computer hardware, telecommunication hardware and other staff specific administrative hardware when Patient Care Services staff resign.

5. Provide support function to the COO, Director and Unit Managers.

- Provide backup support for the Executive Assistant to the COO and the Project and Communications Coordinator during absences from work or holiday relief.

6. Additional Responsibilities.

- Ensure Stanton Administration is a safe work environment:
 - Participate and support all Occupational Health and Safety (OHS) requirements of Stanton Administration.
 - Orientate all new Stanton Administration staff to OHS requirements.
 - Monitor and ensure all areas are kept clean, healthy and safe.
- Be a support resource on video conference, teleconferencing technologies and electronic communication/dialogue tools (e.g., Yammer, SharePoint, etc.);
- Perform coordination of assigned mandated meetings, conferences and training sessions:
 - Coordination and compilation of all meeting packages.
 - Coordination of member travel as required and assigned.
 - Coordination and tracking of attendance.

- Document and validate meeting minute and transcripts.
- Coordination and tracking of all meeting expenses and payments.
- At the discretion of the Director provide:
 - Full coordination of executive schedules using Outlook and other required electronic scheduling tools.
 - Development and coordination of executive divisional communications (i.e., develop and maintain bulk email lists and communications; development of newsletters; etc.).
 - Coordination of divisional meeting action trackers and following up with assigned division staff.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

The NTHSSA is a health and social services environment and staff will be required to enter and interact in healthcare environments with exposure to biological, chemical and physical hazards.

Sensory Demands

No unusual demands.

Mental Demands

No unusual demands.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of computer information systems including databases, website maintenance and Microsoft Office programs.
- Knowledge and understanding of appeal processes.
- Knowledge of ARCs and ORCS filing systems as well as DIIMS (Digital Integrated Information Management Systems).
- Knowledge of GNWT / NTHSSA office processes and procedures.
- Knowledge of legislation applicable to employment standards' appeals.
- Knowledge of budget, accounting, and financial procedures. Knowledge of minute taking.
- Knowledge of and/or the ability to acquire knowledge relating to the NTHSSA and/or GNWT financial management systems.
- Administrative and coordination skills.
- Communication skills, in English, both written and oral.
- Ability to monitor and check work, or information, for accuracy while organizing time and resources efficiently.
- Ability to expand and use technical knowledge to distribute work-related knowledge.

Typically, the above qualifications would be attained by:

Completion of secondary school / high school (grade 12) diploma and relevant post-secondary administrative education, courses or training, and a minimum of two (2) years of administrative assistant experience (note: within that 2 years' experience a minimum of 6 months experience is required at an administrative assistant level supporting senior management positions or higher).

ADDITIONAL REQUIREMENTS

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

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

Position Security

- ☐ 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