



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Administrative Assistant, Administration	
Position Number	Community	Division/Region
48 - 9412	Inuvik	Administration / Beaufort Delta Region

PURPOSE OF THE POSITION

The Administrative Assistant - Administration, provides general administrative support to the Managers and staff to ensure the effective functioning of the administration offices in the Northwest Territories (NTHSSA) Beaufort Delta Region (BDR). This position operates within NTHSSA By-laws, NTHSSA Policies and Procedures, and Territorial Government Legislation.

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 Tłıchǫ 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 Tłıchǫ 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-BDR provides and supports the delivery of health care and social services to adults and children on an inpatient, outpatient, and outreach basis in order to enhance healthy community well-being through excellence, accountability and respect for regional diversity. The NTHSSA-BDR directly and contractually employs over 300 staff in the Beaufort Delta Region who deliver these services in eight communities through the Inuvik Regional Hospital, seven community health centres, and seventeen other sites including social services and dental therapy offices, public health clinics and various group homes. There are approximately 7500 residents in the Beaufort Delta region.

Located in the Finance and Administration area of the Inuvik Regional Hospital and reporting directly to the NTHSSA – BDR Executive Assistant, the Administration Assistant - Administration, provides administrative support involving highly confidential and sensitive information that could impact on clients and/or family members, employees of the NTHSSA, Department of Health and Social Services, Government of the Northwest Territories (GNWT), clients and/or their families.

The incumbent is responsible for managing traffic and phone calls, supporting area security, supporting operational and finance functions in the organization, and performing general administrative tasks. The job holder will be expected to manage various timelines and to interact with the general public, verifying the correctness and accuracy of the information received. There is a high volume of transactions and activity, which would require the incumbent to be extremely organized to ensure that the work is completed accurately and in a timely manner.

The position is cross trained and provides coverage to other administrative areas in the NTHSSA-BDR. This position may take on special tasks, projects and assignments which are confidential and sensitive in nature.

RESPONSIBILITIES

1. Provides 'first point of contact' service to members of the public and visiting professionals.

- Contributes to the positive and professional image of the organization when managing phones, visitor traffic and reception.
- Receives and directs telephone calls and members of the public, ensuring they are received in a professional manner and inquiries are directed to the appropriate areas.
- Supports the safety and security of the NTHSSA-BDR finance and administration areas by managing traffic and ensuring members of the public do not enter the administration area without checking in at the Administration desk.
- Ensures forms are readily available for Release of Information requests.
- Serves as Notary Public or Commissioner of Oaths for the organization.



- Is the main contact for updating approved content and ensuring accuracy in communication materials such as NTHSSA Beaufort-Delta Region specific website information, and GNWT Beaufort-Delta Region employee contact information.
- Maintains current internal phone listings, updates the Authority's phone directory on the GNWT website; and listings in the Northwestel phone directory.
- Maintains working relations with Northwestel and Bell Mobility by functioning as the primary single point of contact for the hospital and facilities in the communities to ensure that there is continuity regarding the administration of telephone systems for Authority as a whole.
- Responsible for maintaining a listing of all cell phones and documenting the department they are assisted to, as well as processing the monthly bill.

2. Provides assistance to support the Region's financial functions in a timely, efficient manner and in accordance with payment policies, directives and procedures.

- Receives, logs and distributes all outgoing and incoming mail to ensure that mail is handled appropriately and delivered promptly for NTHSSA-BDR as a whole.
- Tracks incoming and outgoing correspondence and documents and ensures correspondence and documents are forwarded to appropriate persons and agencies.
- Collects, receipts and processes cash from kitchen and other areas to ensure that procedures are maintained, and cash appropriately accounted for on a daily basis.
- Assists and works with external financial auditors as directed and necessary to ensure all legislated requirements of the Authority are met and maintained.
- Obtains, tracks, reviews, codes and submits financial documents of the Executive Assistant for necessary signatures and forwards completed financial documents to appropriate staff.

4. Provides general administrative support to NTHSSA BDR Managers and Staff.

- Arrange meetings as requested through the booking of meeting rooms, and teleconferences, invitation to members.
- Schedules and organizes meetings and appointments, books meetings spaces, drafts agendas and distributes meeting materials. Records, prepares and distributes the minutes for several internal committees and for outside agencies as required. Prepares arising action lists and status reports for follow up items and permanent records on a regular and as required basis.
- Proofreads and formats documents and correspondence; incorporates recommended formatting or word revisions to final documents for review.
- Investigates, collects, monitors, analyzes and compiles various forms of correspondence / data / statistics / information as requested.
- Completes filing, photocopying, mailings, printing, faxing and other administrative tasks as requested by NTHSSA – BDR Executive Assistant, Operations Manager, Coordinator of Staff Education and Regional Indigenous Wellness Coordinator.



- Maintains administrative records system following the GNWT and NTHSSA approved records retention schedules. Primary areas of responsibility are administrative and financial records generated by NTHSSA – Beaufort Delta Region Executive and Finance.
- Provides primary administrative support to the NTHSSA – BDR Executive Assistant, Regional Manager of Operations including support completing visa reconciliations and expense claims.

5. Works collaboratively with the Regional Manager – Community Health Center Operations to ensure adequate nursing coverage in Regional Community Health Centers as required.

- Responsible for coordinating annual staffing projections and ensuring adequate nursing coverage across Community Health Centers.
- Works with HR, advising of anticipated staffing needs, completing a preliminary review of available nursing resumes to ensure appropriateness for BDR Community Health Centre Nursing needs.
- Works with HR Recruiter to arrange interviews with NICs and/or RMCHC.
- Provides the RMCHC with regular information on candidates available for short-term relief and casual positions.
- Recommends casual hiring to RMCHC for nurses on the casual list.
- Maintains regular communication with nurses who provide short term services to provide updates on the needs and activities of the NTHSSA BDR.
- Consults with NICs and RMCHCs to record casual nursing evaluations and forwards to HR recruitment staff.
- Considering staffing projections and the schedules, reviews requests for leave and makes recommendations to the RMCHC for approval.

6. 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 Workplace 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 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

No unusual demands.

Environmental Conditions

No unusual demands.

Sensory Demands

No unusual demands.

Mental Demands

No unusual demands.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of office and administrative procedures supported by organizational and communication skills.
- Knowledge of general office duties and records management, including ARCS and ORCS (Administrative Records Classification / Operational Records Classification) systems.
- Knowledge and proficiency in a variety of word processing, spreadsheet, and data collection and information exchange software programs.
- Communication skills and ability to communicate effectively and professionally with co-workers, supervisors, vendors and the general public.
- Able to work efficiently, multi task and prioritize on an ongoing basis.
- Ability to work independently and as part of a team.
- Ability to complete assigned tasks accurately and on a timely basis.
- Ability to take minutes and complete written documentation with accuracy.
- Time management and problem solving skills.
- Ability to proofread written documentation for proper form, grammar, and spelling.
- Ability to accurately track and record financial information, and manage financial documents.
- 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:

The equivalent of a two (2) year Business Administration program.

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