



IDENTIFICATION

Department	Position Title	
Health and Social Services	Administrative Assistant	
Position Number	Community	Division/Region
49-10768	Yellowknife	Territorial Health Services / HQ

PURPOSE OF THE POSITION

The Administrative Assistant is responsible for providing secretarial and administrative support to the Director, Territorial Health Services. This position will also coordinate the provision of services in French within the Division and provide clerical support to various areas of the Division, and other Divisions within the Health Programs Branch, as required. These services are carried out in accordance with Government of the Northwest Territories acts, regulations, policies and governmental and departmental policies.

SCOPE

Located in Yellowknife, the Administrative Assistant reports to the Director, Territorial Health Services (Director), and performs secretarial and administrative duties, and functions as the key administrative and secretarial support to the Director and Managers within the Division.

The Administrative Assistant provides this support according to established Government of the Northwest Territories (GNWT) and office guidelines and procedures to ensure matters are dealt with in a timely and accurate manner. The incumbent is responsible for coordinating, editing and reviewing documentation provided by the Director, Managers, and consultants within the Division and ensures that all written documentation conforms to departmental and government formats, procedures and policies.

With approval from the divisional Managers and the Director, Territorial Health Services, this position is responsible for procurement, and expenditure control of supplies for the Division in accordance with the GNWT's *Financial Administration Act*, policies, and Procurement Guidelines.

There exists a close working relationship between the Administrative Assistant, Territorial Health Services and the Deputy Minister's (DM) Senior Administrative Coordinator, Executive



Assistant to the Assistant Deputy Minister (ADM), and divisional Administrative Assistant positions. Respectful cooperation is required between these positions as common issues, urgent requests, and other subject matter will require collaboration to complete most tasks.

The majority of the work is self-initiated; however, advice and guidance may be solicited from the Director, and/or Managers. The incumbent works independently within established procedures for the position. In addition, the incumbent will receive either written or verbal assignments from the Director from time to time. Daily, the incumbent will interact with a variety of contacts, in person, or on the telephone, including departmental staff, officials from other government departments, representatives from non-government organizations, and the public.

Decisions resulting in poor quality of work, delays in meeting deadlines, and errors made in performing duties could result in public distrust, inability for the work of the Department to be conducted, and inability for the Minister to provide accurate information. The incumbent is exposed to and/or handles a variety of confidential and sensitive documents and delicate issues. Breaches of confidentiality, and/or the provision of inaccurate/incorrect information can have serious legal and reputational implications.

The Administrative Assistant plays a pivotal role in ensuring that deadlines are met, output is quality controlled and staff are adequately supported, and will be required to manage a busy, open work environment, constant interruptions, high noise levels and frequent and competing demands.

The HSS system in the NWT oversees the provision of a comprehensive range of services to a population of approximately 45,000 people, with 20,000-plus Indigenous people, across an extensive geographic area of 1.2 million square kilometers, with the supports of approximately 1,400 health and social services staff working in the DHSS, Northwest Territories Health and Social Services Authority (NTHSSA), Tłıchǫ Community Services Agency, and Hay River Health and Social Services Authority. The NWT HSS system has the second highest per capita expenditures in Canada, with a complex legislative landscape and multiple Federal funding arrangements to navigate. Efforts to support improved population wellness across multiple systems are faced with growing pressures, including rising costs and budgetary constraints, stretched human resources, and rising population needs and expectations. Indigenous peoples face more health disparities than other groups due to historical and social factors that create barriers to health care access. Addressing these barriers requires new and innovative ways of working, grounded in Indigenous health priorities and a focus on supporting Indigenous self-determination in health.

One significant challenge faced by governments is that mainstream organizations, like health and social services, cannot be separated from the legacy of colonialism and anti-Indigenous racism in Canada. In health and social services settings, present day anti-Indigenous racism and



systemic racism impact access to services, quality of care, and health outcomes for Indigenous peoples. Systemic racism also results in a system that inherently privileges the ideas, needs and norms of the dominant white settler population, including the privileging of western knowledge over Indigenous approaches and ways of knowing.

The HSS system is committed to addressing and eliminating anti-Indigenous racism and promoting cultural safety and anti-racism. DHSS staff are required to honour and promote a culturally safe and anti-racist environment and to interact with clients, families, community members, partners and colleagues in a relationship-based approach. This involves being tactful, respectful, self-aware, and humble to develop and maintain ongoing and trusting relationships.

RESPONSIBILITIES

1. Provide confidential secretarial services to the Director and divisional staff.

- Coordinate, edit and review documentation produced by the Director, Managers and Consultants within the Division.
- Accurately type correspondence, minutes, reports and documents from handwritten, or electronic notes for, or as directed by, the Director and/or division Managers.
- Arrange, confirm, and record the Director's appointments/meetings within, and outside the office, assemble relevant files and related information for these meetings.
- Arrange courier services for outgoing correspondence and other documents.
- Perform receptionist duties for the Division: receive and transmit telephone calls, answer inquiries, handle messages and direct calls and visitors to the appropriate staff.
- Frequently communicate with senior-level and external contacts with regular exposure to confidential data.
- Obtain critical or time-sensitive information from others including senior-level contacts.

2. Perform expenditure control activities relating to the procurement of supplies.

- Ensure vigilant custody and use of the Division's Corporate Visa and maintain a purchase transaction log for the division.
- Arrange for the purchase of office supplies, and process requisitions accordingly.
- Reconcile the purchasing card statement and ensure that all relevant invoices and receipts are attached and returned to Finance as per guidelines, or project/program needs.
- Ensure that all payments for Division expenditures are processed in accordance with the *Financial Administration Act*, manual and policies.
- Make travel and accommodation arrangements for the Director, Managers, and Consultants, as required.
- Prepare and document requisitions and other documents, including but not limited to: Travel Authorizations and Expense Reports in the System for Accountability and Management (SAM), travel and accommodation warrants, cheque requisitions, and charter aircraft requests.



3. Provide administrative and clerical support services 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 a file system for divisional correspondence in accordance with the Department's records management system.
- Maintain a record of a "bring forward" retrieval system for all correspondence.
- Maintain a record of all correspondence signed by the Director.
- Forward and track responses and correspondence sent to the Directorate as assigned to the Division.
- Organize, record and maintain a personnel and confidential filing system.
- Maintain the confidentiality of incoming and outgoing email messages.
- Work with staff within the Division to ensure that they are kept up to date with department standards and formats.
- Provide computer and office procedure training to casual employees when required.
- Photocopy and distribute a variety of documents.
- Maintain and lead the approved divisional record management system, ensuring coordination and consistency with approved standards and guidelines.
- Work with the Department's Records Coordinator to develop and implement an approved retention schedule for the division's files.
- Ensure maintenance of accurate current files.
- Ensure the scheduled destruction of documents is completed as required.

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

- Assist in the completion of briefing notes for the Minister and Executive Leadership options papers, decision papers, Information Items; and FMB Submissions.
- Format and review briefing notes, speech material, correspondence for Deputy Minister/Assistant DM/Minister's signature and other support material as required.
- Prepare summary reports on incoming tasks and status reports on current tasks.
- Research information required by the Director and divisional staff.
- Make recommendations for the improvement of office procedures to improve effectiveness and efficiency.
- Assist in developing solutions to day-to-day problems.
- Provide orientation and assistance to new administrative staff.

5. Oversee and maintain supplies, equipment and resources and publication inventories.

- Manage and maintain resource and publication inventory.
- Request and evaluate quotes for printing.
- Organize and maintain office supplies inventory and supplies/photocopy room
- Arrange for maintenance, upkeep and surplus of office equipment.



6. Provide support function to the Assistant Deputy Minister's office.

- Liaise and collaborate with the ADM's Executive Assistant to resolve issues and facilitate departmental support.
- Provide support and leave coverage for divisional Administrative Assistants.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

No unusual demands.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of general office practices and procedures and the ability to acquire and apply knowledge of GNWT procedures and administrative information systems.
- Knowledge of filing and records management systems, and the ability to acquire and apply knowledge of Administrative and Operational Records Classification Systems (ARCS and ORCS) as well as Digital Integrated Information Management System (DIIMS).
- Knowledge of privacy and confidentiality practices and the ability to adhere to the expectations of maintaining privacy and confidentiality.
- Knowledge of and/or the ability to acquire and apply knowledge of the GNWT *Financial Administration Act* guidelines and Procurement Protocols.
- Knowledge of and/or the ability to acquire and apply knowledge of GNWT's financial system: System for Accountability and Management (SAM).
- Interpersonal skills and the ability to work in a team environment.
- Written communication skills, with the ability to write concisely and present information appropriate to the target audience.
- Skills relating to financial administration and management processes.
- Organizational, coordination and time management skills.
- Microsoft Word, Excel, Power-Point, Teams, SharePoint, Internet and email scheduler.
- Ability to work independently and to exercise initiative and judgement at an appropriate level.



- Ability to work cooperatively within diverse teams, work groups and across the organization to achieve divisional goals.
- Ability to apply precision skills to senior level correspondence and report preparation.
- 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 Business Administration or Office Administration Diploma and two (2) years of relevant experience.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

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