



IDENTIFICATION

Department	Position Title	
Health and Social Services	Administrative Assistant	
Position Number	Community	Division/Region
49-13069	Yellowknife	Corporate Planning, Reporting, and Evaluation / HQ

PURPOSE OF THE POSITION

The Administrative Assistant provides secretarial and administrative support to the Director of Corporate Planning, Reporting, and Evaluation and clerical support to the Professional Licensing Office within the division. The Administrative Assistant carries out these functions in accordance with Government of the Northwest Territories (*GNWT*) *acts, regulations*, policies and governmental and departmental procedures. The position also assists the Director to coordinate the activities of the division.

SCOPE

Located in Yellowknife, the Administrative Assistant reports to the Director, Corporate Planning, Reporting, and Evaluation (CPR&E) and is the initial point of contact with other divisions, the public, Health and Social Services (HSS) Authorities and government and non-government organizations (NGOs). The Administrative Assistant controls the information flow and is responsible for re-direction, collection and management of incoming information in order to facilitate interdivisional and interdepartmental communication. This role is performed in an environment where a high volume of work is produced, and very sensitive issues are addressed. The Administrative Assistant is responsible for data entry in the division, including ensuring data is accurate.

This position plays a significant role in supporting the needs of the Professional Licensing Office. The division is responsible for a wide range of Health and Social Services projects and activities with a high degree of interaction with other divisions in the department, the Directorate, other departments and jurisdictions across Canada.

The environment is busy, and there are often conflicting demands. The Administrative Assistant will experience recurring and unplanned periods of high pressure, especially during sittings of the Legislative Assembly, project milestones, contract expert visits and workshops.



A 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 HSS settings, present day anti-Indigenous racism or systemic racism, impacts access to services, quality of care and health outcomes for Indigenous peoples. This 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. As such, it is critical that the GNWT, Department, Division and the incumbent put in all efforts to eliminate these issues and offset their consequence.

The HSS system is committed to addressing anti-Indigenous racism and promoting cultural safety and anti-racism. DHSS staff are expected to honor and promote a culturally safe and anti-racist environment at all times 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 in order to develop and maintain ongoing and trusting relationships. The work of the Infrastructure Planning Division includes recognition that government facilities, such as residential schools and Indian hospitals, have caused significant trauma for Indigenous peoples. The physical design of facilities can perpetuate harm as they are reminders of colonial and racist institutions for Indigenous peoples. Ensuring that facilities are developed in a culturally appropriate manner facilitates a welcoming and culturally safe environment. This builds on the evidence that the physical space can itself be medicine.

RESPONSIBILITIES

1. Provide support to the Director, CPR&E and divisional staff to ensure overall efficiency and effectiveness.

- Coordinate the scheduling of meetings on behalf of the Director and other staff.
- Provide administrative support to the Director, staff and consultants as needed.
- Make travel arrangements for the Director and assist divisional staff when needed.
- Organize and coordinate conferences and workshops.
- Provide minute taking as needed.
- Manage highly confidential information by controlling access and coordinating appropriate storage and disposal.
- Format and profile briefing notes and other materials.
- Undertake various special projects using spreadsheets, word documents, statistic gathering/reporting, filing, data entry and retrieval of data.
- Ensure a clean work environment for the division.
- Ensure an informed work environment by maintaining all information materials and bulletin boards.
- Ensure a safe work environment through active participation in occupational health and safety (OHS) for the division.



2. Provide clerical support to the Professional Licensing Office.

- Provide website navigation assistance and/or copies of forms and information packages to clients.
- Respond to general inquiries (telephone, email, in person and by mail) as directed by Registrar.
- Support the renewal process of professionals by tracking and following up with registrants.
- Handle daily revenue, as per GNWT and Department Policies and procedures.
- Provide registrant search information to various stakeholders in various formats pursuant to legislation and under the direction of the Registrar.
- Attend to Registrant record maintenance, filing, data entry and updating registrant information, under direction of the Registrar.
- Archive files to warehouse using Administrative Records Classification System (ARCS).
- Compile committee minutes and review sheets under direction of the Registrar.
- Maintain and compile statistical reports under direction of the Registrar.
- Maintain organized contract files, working with shared services to ensure invoices are tracked and paid in a timely manner in accordance with the Financial Administration Manual (FAM).
- Track renewal and expiration of revolving contracts and ensure contracts are valid; notify supervisors of contracts nearing expiration.
- Support procurement processes on the System for Accountability and Management (SAM) and route documents to set up new contracts.
- Ensure appropriate coding, authorization and routing of incoming invoices to ensure vendors are paid in a timely manner.
- Work with colleagues inputting and retrieving various information on SAM where required to ensure financial obligations are met.

3. Provide support to the COR&E Division to ensure data entry and data manipulation needs are met.

- Enter data as and when needed.
- Ensure data is accurate by using established processes as protocol.
- Create visual data representations (e.g. graphs, tables) using Microsoft Office.

4. Manage communications to ensure that the Division is providing consistent, accurate and timely information.

- Maintain a bring-forward (BF) System and monitor follow up to correspondence.
- Ensure prompt information flow from the Director and other sources by reviewing all requests for information to determine if they require the attention of the Director and/or refer them to the appropriate individual.
- Format and route correspondence prepared by divisional staff for the signature of the Director(s), Assistant Deputy Minister(s), Deputy Minister and Minister.



- Compose routine correspondence for the Director.
- Monitor the quality of correspondence submitted to the Director to ensure it responds to the issue and conforms to the requirements for quality and format.
- Sort, log and forward incoming mail to the Director or staff.
- Review incoming mail and provide relevant back up material including previous correspondence, files, etc.
- Review outgoing mail to ensure proper attachments etc., are included.
- Maintain and update a mail log system of correspondence.
- Coordinate, store copies, and track all correspondence and documents prepared by the divisional staff for the Director(s), Assistant Deputy Minister(s), Deputy Minister, Minister, and Premier.

5. Provide managerial support to the Directors and Divisional staff.

- Maintain the Director's schedule.
- Maintain the Director's contacts.
- Maintain the Director's emails and send emails on behalf of the Director when requested.
- Other duties as required.

6. Ensure the Division's responsibilities under the *Archive's Act* for the Management and preservation of records are met.

- Maintain a file system for divisional correspondence in accordance with the Department's records management system.
- 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.

7. Support the Director, CPR&E by ensuring the division's requirements under the Financial Administration Manual are met.

- Prepare and examine all travel to ensure it is done in an appropriate manner, as set out in the Financial Administration Manual (FAM).
- Prepare and finalize travel and authorization forms for the Director and ensure that all appropriate documentation is obtained for payment processing.
- Reconcile of Director's and Administrative Assistant's corporate Visa cards, when required, and assist divisional staff in reconciliation of staff corporate cards.
- Purchase required divisional items for the Director and staff.
- Purchase and maintain an inventory of divisional supplies and coordinate purchasing with the other administrative assistants in the department; and maintain a log of all purchases to ensure correct reconciliation of all credit cards and purchase orders (POs).

8. Provide human resource support to the Director, CPR&E.

- Provide orientation, training and administrative leadership to new staff.



- Keep the sign-in and sign-out board up to date with staff movement.
- Remain current on changes to the Collective Agreement, NWT Human Resource Manual policies and guidelines to support the Director and staff.
- As appropriate, ensure that proper procedures are followed, as outlined in the Collective Agreement and follow up with Director on deviation from proper procedures.
- Maintain a confidential human resource folder for the Director.

9. Perform reception duties.

- Receive telephone inquiries, ascertain the purpose of the call and provide answers of a routine nature.
- Assist with the coordination of the calendar for the Director and the Division by coordinating meetings with other administrative assistants and placing meetings as required on their calendar.
- Receive the public and direct visitors and callers to the appropriate official.

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 and/or the ability to acquire and apply knowledge of government procedures, administrative information systems, the collective agreement, Executive and Legislative Assembly procedures, and the NWT Human Resource Manual.
- Knowledge of office and administrative procedures.
- Knowledge of filing and records management systems, and the ability to acquire and apply knowledge of ORCS / ARCS (Operational Records Classification / Administrative Records Classification Systems).
- Knowledge of privacy and confidentiality practices and the ability to adhere to the expectations of maintaining citizen privacy and confidentiality.



- Interpersonal and communication skills, both oral and written.
- Customer service orientation and the ability to listen and respond positively in all contact situations; interact respectfully with the public in determining their needs and directing them to appropriate people resources.
- Ability to organize and prioritize work with tight deadlines.
- Ability to work independently and to exercise initiative and judgement at an appropriate level.
- Ability to problem solve and/or act quickly and decisively in time-sensitive situations.
- Ability to work cooperatively within diverse teams, work groups and across the organization to achieve divisional goals.
- Computer skills (Microsoft Word, Excel, Power-Point), Internet and email scheduler.
- 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 high school diploma and two (2) years of work 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