



IDENTIFICATION

Department	Position Title	
Health and Social Services	Administrative Assistant	
Position Number	Community	Division/Region
49-14587	Yellowknife	Infrastructure Planning / HQ

PURPOSE OF THE POSITION

The Administrative Assistant provides secretarial and administrative support to the Director and Divisional staff of Infrastructure Planning. The Administrative Assistant carries out these functions in accordance with Government of the Northwest Territories acts, regulations, policies and governmental and departmental procedures. The position also assists the Director to coordinate, implement, and execute the activities of the division.

SCOPE

The Department of Health and Social Services (DHSS) is the largest and most programmatically diverse Department in the Government of the Northwest Territories (GNWT), with a budget of over \$636 million. DHSS operates in a complex model where services are delivered out of the Department and through a combination of arms-length government agencies (Health and Social Services Authorities). Non-governmental organizations (NGOs) and community and Indigenous governments also play a key role in the delivery of promotion, prevention and community wellness activities and services on behalf of the Department and the Authorities. The Health and Social Services (HSS) System is the largest public service employer with over 2,200 positions.

The Infrastructure Planning Division (IP) has directed the investment in excess of \$6M over the last 10 years on all types of Health and Social Service facilities, such as hospitals, health and social service centres, nursing stations, long-term care homes, and nursing residences, amongst others. Annually, the Division has a budget from \$60 Million to \$100 Million. Unlike most other divisions, IP has two variances: one for Operations & Maintenance and another larger variance for Capital expenditures. The Division can be working on approximately 30 building projects simultaneously, in all stages of development from needs assessments, facility planning, tendering, and construction, right through to occupancy.



The Department and Authorities work together as one integrated territorial health and social services (HSS) system with the Authorities functioning under a single governance structure. The Northwest Territories Health and Social Services Authority (NTHSSA) is responsible for delivering health and social services in five regions: Beaufort Delta, Dehcho, Sahtu, Fort Smith and Yellowknife. It is also responsible for the operation of the Stanton Territorial Hospital (STH). The Hay River Health and Social Services Authority (HRHSSA) remains outside of the NTHSSA, as does the Tłı̨chǫ Community Services Agency (TCSA) as per the terms of the Tłı̨chǫ Land Claims and Self-Government Agreement. The Department owns the facilities that serve the Department's and Authorities' operations and all people of the NWT, and the Division is responsible for all facilities, present and future, that service them.

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.

Located in Yellowknife, the Administrative Assistant reports to the Director, Infrastructure Planning, and is responsible for controlling the information flow and serving as the initial point of contact with other divisions, the public, Health and Social Services Authorities (HSSAs) and government and non-government organizations. The Administrative Assistant is responsible for re-direction, collection and management of incoming information in order to facilitate interdivisional and interdepartmental communications, and functions in an environment where a high volume of work is produced, and very sensitive issues are addressed.

The Division is composed of the Director and 10+ staff members responsible for a wide range of HSS facility planning, design, and construction projects and activities with a high degree of



interaction with other divisions in the department, the Deputy Minister's office, other departments and jurisdictions across Canada. This position requires the incumbent to be responsive and sensitive to the demands of such an environment. In addition, there are administrative demands being made constantly and priorities are ever changing but must be addressed in a timely manner.

The incumbent may be required to travel to remote communities by air and land monthly, often on short notice, to assist staff and participants in community and Indigenous engagement sessions during the planning and design of new Health and Social Service facilities.

RESPONSIBILITIES

1. Provide support to the Director of Infrastructure Planning 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, other staff, consultants, and engagement participants.
- 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.
- 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 for the divisions.

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

- Maintain a BF System and monitoring follow up to correspondence.
- Compose routine correspondence for the Director.
- Format and route correspondence prepared by divisional staff for the signature of the Director, Assistant Deputy Minister(s), Deputy Minister and Minister, under the direction of the Executive Secretary.
- 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.
- 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 referring them to the appropriate individual.



- Sort, log and forward incoming mail to the Director or staff.
- Review incoming mail and email of the Director, and provide relevant back up material including previous correspondence, files, etc.
- Review outgoing mail and email of the Director to ensure proper attachments etc. are included.
- Maintain and update the mail log system of correspondence.
- Send, receive, and distribute faxes.
- Coordinate, store copies, and track all correspondence and documents prepared by the divisional staff for the Director, Assistant Deputy Minister(s), Deputy Minister, Minister, and Premier.

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

- Maintain the Director's schedule.
- Maintain the Director's contacts.
- Maintain the Directors' emails and send emails on behalf of the Director when requested.

4. 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.

5. Support the Director 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.
- Prepare and finalize travel and authorization forms for the Director and ensuring that all appropriate documentation is obtained for payment processing.
- 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.
- Maintain a log of all purchases to ensure correct reconciliation of all Divisional credit cards and Purchase Orders.

6. Provide human resource support to the Director.

- Maintain the monthly Leave and Attendance register.
- Keep the sign in/sign out board current as it relates to staff movement.
- Provide orientation, training and administrative leadership to new staff.



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

7. Provide reception services.

- 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 levels of education and experience will also 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: Indigenous Language - Not Specified

Required
 Preferred