



IDENTIFICATION

Department	Position Title	
Health and Social Services	Administrative Assistant	
Position Number	Community	Division/Region
49-16352	Yellowknife	Community, Culture, and Innovation / HQ

PURPOSE OF THE POSITION

The Administrative Assistant provides support and administrative assistance to the Director of Community, Culture, and Innovation, the Director of Cultural Safety and Anti-Racism and the Director 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.

SCOPE

The Northwest Territories (NWT) health and social services system (HSS system) oversees the provision of a comprehensive range of services to a population of 45,493 people, including 20,035 Indigenous people, across an extensive geographic area of 1.2 million square kilometers, with the supports of approximately 1,400 health staff working in the Department of Health and Social Services (DHSS), Northwest Territories Health and Social Services Authority (NTHSSA), Tłıchʔ Community Services Agency (TCSA), and Hay River Health and Social Services Authority (HRHSSA). The NWT HSS system has the second highest per capita expenditures in Canada, and 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. 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 expected to honour 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 to develop and maintain ongoing and trusting relationships.

Systemic racism is the manifestation of racism within organizations like governments, where racist ideas become part of policies and practices. In Canada, there is increasing awareness of systemic racism in health and social services, especially against Indigenous people. In the NWT, the HSS system is focusing on cultural safety and anti-racism to address this problem through the 2016 commitment to action document, “Building a Culturally Respectful Health and Social Services System” and the 2019 document, “Cultural Safety Action Plan”. Cultural safety means Indigenous people feel safe and respected, free of racism and discrimination, when using health and social services. To achieve cultural safety, anti-racism, and relationship-based care which is a way to build strong relationships between clients and providers are necessary.

To address the longstanding and complex issues and inequities in the HSS system, a new approach was developed by the Community, Culture, and Innovation(CCI) division to support a made-in-the-NWT integration model for health and social services driven by community priorities and based on trust and equity. This involves Primary Health Care Reform (PHCR) which is changing the system to work with people and communities using a community development approach. PHCR supports several community-based initiatives described as highly collaborative environments where system partners, community members, and Indigenous governments are working toward a shared vision of establishing new ways of working to achieve culturally safe and relationship-based care needed to improve the health of the NWT population.

The Community, Culture and Innovation division and Cultural Safety and Anti-Racism (CSAR) division work together in a health learning and innovation lab to apply a systemic approach to tackle complex problems and advance cultural safety in the NWT. In the health learning and innovation lab, teams generate and adapt new models, policies, resources and facilitate collaborative and brave spaces, training, as part of their day-to-day efforts to advance equity. Most importantly, Indigenous knowledge and healing practices are prioritized, and Indigenous community relationships drive the divisions’ ongoing learning.

The CCI is responsible for developing and overseeing NWT HSS system wide initiatives to embed cultural safety, social determinants of health, community development, and public



participation within the overall delivery of care for NWT residents. They identify strategic priorities by collaborating with the NWT HSS System, GNWT Departments, community partners and Indigenous government organizations, and provide leadership, guidance, direction, and support across the system to promote person-centered care and innovation based on Indigenous community priorities and data, with a focus on trust and equity.

The CCI division is dedicated to promoting the health and well-being of Indigenous people and communities through collaborative efforts between three units: Indigenous Health and Community Wellness, Systemic Design and Integration, and Learning Health Systems. The teams strive for sustainable impact by fostering a culture of continuous learning and improvement through feedback and reflection, supporting team members to feel heard and valued, and embracing new challenges to enhance skills and knowledge. To maintain their commitment to excellence, the teams continuously adapt and enhance their approach.

Located in Yellowknife, the Administrative Assistant reports to the Director, CCI and performs various administrative duties for the divisions, supporting a team of approximately 40 staff and a range of projects across the CCI and CSAR portfolios, as well as the Infrastructure Planning portfolio. This work includes managing and tracking review requests and information items; Ministerial, Deputy Minister, and Director correspondence including briefing notes; coordinating and maintaining the filing system for the division; purchasing and financial tracking; coordinating travel for Directors and external partners; and assisting Directors in coordinating the activities of the division.

The position controls the information flow and is the initial point of contact with the public, health and social services authorities, and other government agencies. The position is responsible for re-direction, collection, and management of incoming information to facilitate interdepartmental communication. It functions in an environment where there is a high volume of work produced and very sensitive issues are addressed.

The Administrative Assistant supports the goals of a culturally safe and relationship-based health and social services system by ensuring administrative quality and efficiency; and demonstrating a person-centered, service-focused, responsive, and timely approach to administrative coordination aligned with the Department's priorities. The incumbent employs cultural awareness, sensitivity, and competency skills to ensure effective communication with internal and external partners and develop and maintain positive working relationships.

The position encounters deadlines and potentially conflicting priorities across divisions.

Travel to NWT communities may be required.



RESPONSIBILITIES

1. Provides support to the Directors of CCI, CSAR, and Infrastructure Planning to ensure overall efficiency and effectiveness.

- Compose routine correspondence for the signature of the Directors.
- Manage the correspondence for the signature of the Directors, Assistant Deputy Minister, Deputy Minister, and Minister.
- Monitor the quality of correspondence submitted to the Directors to ensure it responds to the issue and conforms to the requirements for quality and format.
- Manage the calendar and coordinate the scheduling of meetings on behalf of the Directors.
- Make travel arrangements for the Directors.
- Manage highly confidential information by controlling access and coordinating appropriate storage and disposal with the Records Coordinator.
- Take minutes in a variety of meetings for the Directors.
- Prepare briefing binders.
- Ensure that confidentiality is maintained.

2. Manages communications to ensure that the divisions provide consistent, accurate and timely information.

- Ensure prompt information flow from the Directors and other sources; review all requests for information to determine if they require the attention of the Directors, and/or refer them to the appropriate individual.
- Sort, log, and forward incoming mail, maintain and update the mail log system of correspondence and outstanding assignments.
- Sort, log, and forward incoming document review requests, maintain and update the tracking, and ensure adherence to deadlines.
- Review incoming mail and provide the relevant back-up material including previous correspondence, and files.
- Coordinate and track all correspondence and documents prepared by divisional staff for the Directors, DM, and Minister.
- Organize conference calls and virtual meetings for the Directors and divisional staff when required.
- Coordinate, revise and maintain and update divisional reference manuals related to GNWT legislation, policies, standards, and protocols, as required.

3. Provides support to divisional managers and program staff to ensure overall efficiency within the DHSS.

- Provide administrative support to managers and program staff, for example, filing program and client related documents, correspondence, and materials.
- Assist with preparation for training events, gatherings, and conferences.



- Schedule boardrooms and teleconferences and assist in scheduling off-site venues and catering for training.
- Assist with preparation for community engagement sessions.
- Complete purchasing, and coordinate pick-up.

4. Support divisional managers for seamless onboarding of new employees.

- Regularly update the project management software to reflect continuous improvement of the onboarding program.
- Assist in the preparation for new staff, including communicating with the TSC for appropriate hardware and network access as well as obtaining supplies and furniture.
- Assist in the orientation of new staff to the divisions, and host training sessions.
- Coordinate the purchase and management of software for divisional staff.
- Maintain accuracy of online phone directory.
- Purchase and maintain an inventory of divisional supplies.
- Prepare VISA application forms for new employees and coordinate with the HSS Finance division.
- Coordinate SAM access for new employees from the HSS Finance division.
- Prepare mobile device acquisition forms in accordance with DHSS guidelines.
- Participate in the staffing process for casual and summer student support staff as required.

5. Ensures the divisions' responsibilities under the Archive's Act for the management and preservation of records are met.

- Work closely with the designated Records Coordinator to develop and implement an approved schedule for divisional files.
- Maintain a file system for divisional correspondence in accordance with the Department's records management system.
- Assist with electronic and hard copy filing.

6. Supports the Directors and divisional staff by ensuring the divisional requirements under the *Financial Administration Act* are met.

- Prepare and examine purchasing and hospitality requests and ensure travel warrants and accommodation warrants are used in an appropriate manner, as set out in the Financial Management Manual.
- Prepare and finalize travel advances and authorizations for the Directors and ensure that all appropriate documentation is obtained for payment processing.
- Reconcile monthly Visa purchases/statements as per Visa One processes.
- Coordinate payment of invoices for contracts.
- Conduct financial tracking.
- Prepare requisitions and purchase orders in SAM ensuring accurate coding.
- Prepare and submit vendor/customer set up requests.



7. Fosters a culturally appropriate and welcoming environment by demonstrating a person-centered, service-focused, responsive, and timely approach to administrative coordination aligned with the Department's priorities.

- Serve as the primary point of contact for staff and the public entering the building, creating a welcoming and professional atmosphere through proactive greetings and personalized assistance to meet their needs effectively.
- Assist Directors in building maintenance to uphold a commitment to creating a culturally appropriate and welcoming environment for divisional staff and the public.
- Create signage for the CCI, CSAR and Infrastructure Planning divisions.
- Manage divisional security access and request of administration of FOBs for staff, including maintaining an inventory of FOBs issued.
- Liaise and schedule with TSC, Infrastructure, and GNWT Warehouse for furniture and equipment when required.
- Participate in Departmental Administrative meetings on behalf of the CCI, CSAR and Infrastructure Planning divisions to bring forward issues or concerns.
- Provide coverage to other divisions, Directorate, or the Minister's Office when required.

8. Contributes to the efforts of the CCI division by showcasing public service excellence, upholding values and priorities identified by Indigenous people and communities and committing to a continuous practice of self-reflection and whole person development.

- Foster an environment of community and continuous learning, discovery, joy and solidarity by facilitating and participating in collaborative spaces for divisional staff to carry out day to day work and onboarding.
- Establish and/or participate in local and cross-jurisdictional communities of practice to enhance training, knowledge exchange and translation, scaling, and sustainability of key initiatives.
- Provide feedback on a variety of written documents from across the HSS system that reflect anti-Indigenous racism, social determinants of health, social justice, body sovereignty, health equity and a human-centered design approach
- Develop an awareness of individual positionality within the work, and a commitment to the necessary and ongoing inner and organizational work required to show up meaningfully with humility.
- Showcase a growth mindset and navigate discomfort with curiosity and confidence.
- Seek opportunities to develop and maintain knowledge and practice of Indigenous values and cultures, in a manner appropriate to the individual and position.



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 administrative/clerical procedures and advanced computer skills (Microsoft Word, Excel, and Outlook).
- Knowledge of financial processing.
- Knowledge of filing systems.
- Ability to maintain a working understanding of the social determinants of health for Indigenous peoples, and the context and enabling environments in which programs and services operate.
- Ability to acquire knowledge of Cultural Safety and Anti-Racism frameworks.
- Administrative skills.
- Verbal and written communication skills.
- Telephone and reception skills.
- Organizational and time management skills.
- Ability to prioritize and address competing demands.
- Ability to work independently.
- Problem-solving skills.
- Knowledge of and/or the ability to acquire knowledge of the Collective Agreement, GNWT purchasing procedures, Financial Management Manual and Human Resource Manuals.
- Ability to challenge longstanding norms that perpetuate inequities within the workforce.
- 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 relevant 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: Indigenous Language - Not Specified

- ☐ Required
- ☒ Preferred