



IDENTIFICATION

Department		Position Title	
Health and Social Services		Administrative Assistant	
Position Number	Community	Division/Region	
49-5025	Yellowknife	Mental Wellness and Addictions Recovery / MHA / CFS / HQ	

PURPOSE OF THE POSITION

The Administrative Assistant provides support and administrative assistance to the Director, Mental Wellness and Addiction Recovery as well as the Mental Health and Addictions, and Child and Family Services divisions. This work includes managing and tracking information items, Ministerial, Deputy Minister and Executive Director Correspondence, including briefing notes, coordinating and maintaining the filing system for the divisions, purchasing and financial tracking, and other related administrative support.

SCOPE

Since 2013, the NWT health and social services (HSS) system has been engaged in a strategic renewal process. This began with System Transformation, a multi-year, community engagement-driven process to develop a model for an integrated health and social services system. The resulting changes to the system's governance structure have enabled a one-system approach, allowing for greater efficiency and integration while better respecting the unique contexts and strengths of the Northwest Territories (NWT) distinct regions and cultures.

Building off the results and momentum of System Transformation, the strategic renewal effort has now begun a process of Primary Health Care Reform to shift the system and its care models towards a team and relationship based approach that is driven through public participation, community feedback and data, and built upon a foundation of trust and cultural safety. Using a community development approach, we are changing the way we work with people and communities, at every level of the HSS system, to enable public participation in priority setting, planning, and design that integrates the social determinants of health.

The integration of mental wellness and addiction recovery is an important component of ongoing system transformation and reform.



Located in Yellowknife, the Administrative Assistant reports directly to the Director, Mental Wellness and Addiction Recovery (MWAR), is the initial point of contact with the public, health and social services authorities, and other government agencies and is responsible for controlling the information flow. The position is responsible for redirection, collection and management of incoming information in order 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 incumbent performs various administrative duties for both the MWAR and CFS divisions, comprised of approximately 25 staff.

The legacies of colonization and residential schools have impacted Indigenous health outcomes and the way health and social services are delivered and accessed.

MWAR divisional staff are expected to honor and promote a culturally safe environment at all times and to interact with clients and families, community members, partners and colleagues in a tactful, respectful and humble manor that is free of racism and discrimination.

RESPONSIBILITIES

1. Provide support to the Director, MWAR to ensure overall efficiency and effectiveness.

- Composing routine correspondence for the signature of the Director.
- Managing the correspondence for the signature of the Director, MWAR; Executive Director, CFS; Assistant Deputy Minister, Programs and Services, Deputy Minister and Minister.
- Monitoring the quality of correspondence submitted to the Director to ensure it responds to the issue and conforms to the requirements for quality and format.
- Coordinating the scheduling of meetings on behalf of the Director.
- Providing administrative support to the managers and consultants as needed.
- Making travel arrangements for the Director and staff.
- Managing highly confidential information by controlling access and coordinating appropriate storage and disposal with the Records Coordinator.
- Taking minutes in a variety of meetings for the Director.
- Preparing briefing binders.
- Ensuring that confidentiality is maintained.

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

- Ensuring 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.
- Sorting, logging and forwarding incoming mail, maintaining and updating the mail log system of correspondence and outstanding assignments.



- Reviewing incoming mail and providing the relevant back-up material including previous correspondence, files, etc.
 - Coordinating and tracking all correspondence and documents prepared by divisional staff for the Director, ADM, DM and Minister.
 - Organizing conference calls for the Director and divisional staff when required;
 - Coordinating, revising and maintaining and updating divisional reference manuals related to GNWT legislation, policies, standards and protocols, as required.
- 3. Provide support to the divisional managers and program staff as well as (at times) other divisions to ensure overall efficiency within the department.**
- Providing administrative support to managers and program staff, for example, filing program and client related documents, correspondence, and materials.
 - Scheduling boardrooms, teleconferences, as well as aiding in the scheduling of off-site venues and catering for training.
 - Assisting with preparation for training events.
 - Filing.
 - Purchasing, and coordination of pick-up.
 - Liaisons and schedules with Technology Services Centre (TSC), Finance, and GNWT Warehouse for furniture and equipment when required.
- 4. Ensure that the divisions' responsibilities under the *Archive's Act* for the management and preservation of records are met.**
- Works closely with the designated Records Coordinator to develop and implement an approved schedule for divisional files.
 - Maintaining a file system for divisional correspondence in accordance with the Department's records management system.
- 5. Support the Director and divisional staff by ensuring the divisional requirements under the *Financial Administration Act* are met.**
- Preparing and examining purchasing and hospitality requests, travel warrants and accommodation warrants are used in an appropriate manner, as set out in the Financial Management Manual.
 - Preparing and finalizing travel advances and authorization forms for the Director and ensuring that all appropriate documentation is obtained for payment processing.
 - Reconciling monthly Visa purchases/statements as per Visa One processes.
 - Preparing contracts for signing as required.
 - Coordinating payment of invoices for contracts.
 - Financial tracking.
 - Purchasing and maintaining an inventory of divisional supplies.



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 office and administration practices and procedures.
- Knowledge of and/or the ability to learn and use computer programs, such as Microsoft Office, Word, Access, Excel, PowerPoint, and Internet and email applications.
- Ability to acquire and apply knowledge of financial administration and human resources software programs such as SAM and Human Resources Information System (HRIS).
- Ability to acquire and apply knowledge of basic records management policies and procedures including records disposition, and systems such as ARCS, ORCS and DIIMS.
- Ability to acquire knowledge of divisional activities, the Collective Agreement, GNWT Financial Management Manual, purchasing procedures and Human Resource Manuals.
- Knowledge of privacy and confidentiality practices and the ability to work appropriately with confidential material, and uphold the protection of personal privacy.
- Telephone and reception skills
- Interpersonal and public relations skills and the ability to act with tact and diplomacy.
- Verbal and written communications skills.
- Organizational, time management and priority setting skills, with a high level of accuracy and attention to detail.
- Ability to assume responsibility and work independently without direct supervision.
- Ability to exercise initiative and judgment.
- Ability to work cooperatively in team situations.
- Ability to learn and follow GNWT policies and procedures.
- Ability to acquire basic knowledge of health terminology
- 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:

An 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