



IDENTIFICATION

Department		Position Title	
Department of Health & Social Services		Administrative Assistant	
Position Number	Community	Division/Region	
49-5025	Yellowknife	Mental Wellness & Addictions Recovery /Child and Family Services	

PURPOSE OF THE POSITION

The Administrative Assistant provides support and administrative assistance to the Director, Mental Wellness and Addiction Recover as well as the Mental Health & Addiction 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, booking and scheduling travel and accommodations, and other related administrative support.

SCOPE

Since 2013, the NWT health and social services 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 NWT's 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 health and social services 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.

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.

Located in Yellowknife, the Administrative Assistant reports directly to the Director, Mental Wellness and Addiction Recovery (MWAR). 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 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.

RESPONSIBILITIES

1. The Administrative Assistant provides support to the Director, Mental Wellness and Addiction Recovery to ensure overall efficiency and effectiveness by:

- 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. The Administrative Assistant manages communications to ensure that the divisions provide consistent, accurate and timely information by:

- 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. As required, the Administrative Assistant provides support to the divisional managers and program staff as well as at times other divisions to ensure overall efficiency within the DHSS by:**
- 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 TSC, Infrastructure, and GNWT Warehouse for furniture and equipment when required.
- 4. The Administrative Assistant works to ensure that division's responsibilities under the Archive's Act for the management and preservation of records are met by:**
- 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. The Administrative Assistant supports the Director and divisional staff by ensuring the divisional requirements under the Financial Administration Act are met by:**
- 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 demands.

Sensory Demands

No unusual demands.

Mental Demands

No unusual demands.

KNOWLEDGE, SKILLS AND ABILITIES

- Good working knowledge of administrative/clerical procedures and advanced computer skills (Microsoft Word, Excel, and Outlook Express), knowledge of filing systems. Excellent communication skills, both oral and written with basic knowledge of health terminology. Administrative skills and time management skills.
- Excellent communication skills both verbally and written;
- Excellent telephone and reception skills;
- Strong organizational skills;
- Ability to prioritize and address competing demands;
- Working knowledge of financial processes;
- Ability to work independently;
- Good problem solving skills;
- General knowledge of activities of the division, knowledge of the Collective Agreement, GNWT Financial Management Manual and GNWT purchasing procedures and Human Resource Manuals.

Typically, the above qualifications would be attained by:

An Administrative/Secretarial Diploma combined with 2 years of relevant experience, or a certificate with 3 years of relevant experience.

ADDITIONAL REQUIREMENTS

Position Security (check one)

- ☐ 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