



IDENTIFICATION

Department	Position Title	
Health and Social Services	Administrative Assistant	
Position Number	Community	Division/Region
49-5037	Yellowknife	Information Services / HQ

PURPOSE OF THE POSITION

The Administrative Assistant provides direct administrative and clerical support to the Chief Information Officer in order to ensure the efficient and effective operation of the Information Services Division. This position provides a wide range of financial, research and analysis, and administrative support to Divisional Managers and staff, including responsibility for all telecommunications coordination for the Department of Health and Social Services. These services are carried out in accordance with Government of the Northwest Territories acts, regulations, policies and governmental and departmental policies.

SCOPE

Located in Yellowknife, the Administrative Assistant reports to the Chief Information Officer (CIO), Information Services and is the initial point of contact with other divisions, contracted services, vendors, the public, Health and Social Services Authorities (HSSAs), 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, as well as the vetting, sending, and tracking of outgoing information.

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 information tracking within the Department of Health and Social Service (DHSSs) processes as well as within project management tools. Consistent, accurate and timely information exchange is imperative for project success. The Administrative Assistant ensures efficient day-to-day operation by undertaking activities such as ordering and maintaining office supplies, tracking expenditures to Corporate Visa card(s), ensuring that general material is circulated among staff in an effective and efficient manner, preparing files for storage in accordance with the Government of the Northwest Territories (GNWT) Administration / Operations Records Classification System (ARCS and ORCS) standards, and arranging appointments, travel or interviews. Other project



specific research, information tracking, analysis and information exchange will be required, and success relies on high quality work, ability to work independently and in a team, be flexible and manage competing demands. The position must maintain a high standard of confidentiality and engage in professional development.

The Administrative Assistant is responsible for conducting and coordinating the tele-communications management for DHSS, including the financial tracking and reporting and management of tele-communications with the GNWT coordinator. Streamlining processes and engaging with all divisions to ensure accurate and up-to-date employee information (i.e. on- and off-boarding, transfers), is tracked, communicated and completed, in addition to asset management processes.

The Information Services division is responsible for a wide range of Health and Social Services projects and activities with a high degree of interaction with contractors, vendor representatives, other divisions in the department, the Directorate, the HSSAs, as well as other GNWT 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 and vendor engagement.

The HSS system in the NWT oversees the provision of a comprehensive range of services to a population of approximately 45,000 people, with 20,000-plus Indigenous people, across an extensive geographic area of 1.2 million square kilometers, with the supports of approximately 1,400 health and social services staff working in the DHSS, Northwest Territories Health and Social Services Authority (NTHSSA), Tłıchǵ Community Services Agency, and Hay River Health and Social Services Authority. The NWT HSS system has the second highest per capita expenditures in Canada, 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. Indigenous peoples face more health disparities than other groups due to historical and social factors that create barriers to health care access. 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 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.

Information Services division, reporting to the HSS system’s Chief Information Officer, are a team of information, communication, technology and business analysis experts in e-health information systems, architecture and data governance. The division upholds the tenants of actively addressing systemic racism, by leading the development and improvement of digital health repositories, pathways, standards and solutions that ensures equitable access to health information, upholding privacy and ensuring actively decolonizing information gathering, storage and sharing.

The Information Services division, with the Department of Health and Social Services, leads the NWT HSS System efforts in meeting or exceeding national information systems to protect the residents of the NWT and improve clinical and population health outcomes.

RESPONSIBILITIES

1. Perform a wide range of administrative and general support duties for the Chief Information Officer (CIO) of a highly responsible and confidential nature.

- Organize and expedite the flow of work through the CIO's office including the initiation of any follow up action.
- Research a wide variety of information requests independently.
- Track, route or respond to requests and correspondence not requiring the CIO's immediate attention.
- Frequently communicate with senior-level and external contacts with regular exposure to confidential data.
- Obtain critical or time-sensitive information from others including other senior-level contacts.



- Receive and screen telephone calls, letters and/or visitors by responding to questions, obtaining and providing information, in order to prioritize and optimize the CIO's time.
- Organize and prepare complex documents requiring the integration of multiple office technology and software applications.
- Prepare special reports including the gathering, summarizing and analysis of information.
- Prepare correspondence for the CIO's approval, and maintain a system to log, track and flag for follow up.
- Schedule appointments and arrange meetings, conferences, travel, etc. including planning, coordination, booking, logistics, etc.
- Operate office equipment to produce a wide variety of documents including complex reports, financial correspondence, proof-read material and develop format appropriate for presentation of graphs, charts, and reports for presentations.
- Manage, schedule, and set up meetings, conference calls involving personnel in and outside of the Department; Committee or Advisory groups, distribute material to participants, confirm all arrangements and follow-up on items resulting from meetings/conference calls.
- Book travel and accommodation for staff and contractors as required.
- Organize briefing books, notes and other material for orientation, as required.
- Plan, organize, direct and make decisions on the purchase of office supplies and the maintenance of satisfactory levels of consumables such as photocopying paper, office stationery and supplies.
- Organize, maintain and control appropriate filing system to support both audit and administrative functions in accordance with office policies and procedures;
- Coordinate with other administrative staff in the department.

2. Provide administrative support to managers and staff, including basic orientation, procedural support, policies, communications, and OHS representation.

- Act as liaison with Human Resources to complete on- and off-boarding, assist with specific hiring processes, such as Summer student and Intern roles, and ensure correspondence is tracked and followed up.
- Manage communications to ensure the division is providing consistent, accurate and timely information, including maintaining a bring-forward (BF) system, prioritizing and triaging incoming information and information requests,
- Maintain files and records of a confidential nature, including preparing periodic reports and checking documents for accuracy and completeness.
- Provide advice and assistance to staff regarding office procedures.
- Act as the Division coordinator for health and safety by communicating related information; monitoring health and safety performance to ensure compliance with organization and government legislation; bring forward problems and opportunities and provide OHS role coverage as needed (e.g. floor warden, first aid).



3. Administer the tele-communications systems for the Department.

- Coordinate with all DHSS administrative staff for on- and of-boarding of employees to ensure up to date telephony and tele-communications needs are met.
- Ensure GNWT tele-communications processes are optimized, followed, tracked, planned for and surplus functions are managed for DHSS staff (e.g. MDA, MDR, cell phone/mobile device forms, etc.).
- Manage all telecommunications processes outlined by GNWT Technology Services Centre, including updating DHSS employee contact information, for on- and off-boarding, and transfers.
- Manage communication, tracking, and following up with external service providers, following their specifications for service requests, change order requests, and any other services related, including Northwestel, Bell, and other service providers.
- Complete and maintain records for financial tracking and reconciliation of the Department's tele-communication systems.
- Ensure asset management processes including inventory logging, warranty tracking, and any transfer and/or surplus requirements are met; this includes insuring assets.

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.
- Maintain and lead the approved divisional record management system, ensuring coordination and consistency with approved standards and guidelines.
- 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.
- Ensure the scheduled destruction of documents is completed as required.

5. Support the Chief Information Officer and division, by ensuring the division's requirements under the Financial Administration Manual (FAM) are met.

- 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).
- Receive, prepare and audit invoices, and 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 CIO and ensure that all appropriate documentation is obtained for payment processing.
- Reconcile of CIO's corporate Visa cards and assist divisional staff in reconciliation of staff corporate cards, when required.
- Reconcile, track and purchase required divisional office supplies, equipment, etc. for the CIO and staff.



- Maintain financial recording as required for assigned projects and contracts, including as identified for telephony coordination for reconciliation as well as maintaining financial logs and variance reporting.

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 ARCS and ORCS.
- Ability to acquire and apply knowledge of the GNWT *Financial Administration Act* guidelines and Procurement Protocols.
- Knowledge of privacy and confidentiality practices and the ability to adhere to the expectations of maintaining privacy and confidentiality.
- Knowledge of and/or the ability to acquire knowledge of the NWT health care system.
- Interpersonal and communication skills, both oral and written.
- Written communication skills, with the ability to write concisely and present information appropriate to the target audience.
- Skills relating to financial administration and management processes.
- Organizational and time management skills and able to manage multiple priorities and project work plans.
- 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.



- Microsoft Word, Excel, Power-Point, Teams, SharePoint, Internet and email scheduler.
- Ability to work independently and to exercise initiative and judgement at an appropriate level.
- Ability to work cooperatively within diverse teams, work groups and across the organization to achieve divisional goals.
- Ability to see patterns when problem solving and decision making, analyze root cause and/or act quickly and decisively in time-sensitive situations.
- 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 Business Administration or 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