



## IDENTIFICATION

Department	Position Title	
Health and Social Services	Public Guardian Assistant	
Position Number	Community	Division/Region
49-5504	Yellowknife	Seniors and Continuing Care Services / HQ

## PURPOSE OF THE POSITION

In accordance with the *Guardianship and Trusteeship Act*, the Public Guardian Assistant is responsible for all administrative functions and procedures associated with the efficient operation of the Public Guardian's office. The Public Guardian Assistant provides the Public Guardian with support and program coordination to ensure that the guardianship program and services are administered.

## SCOPE

Located in Yellowknife the Public Guardian Assistant (Assistant) reports to the Manager, Strategic Initiatives and Office of the Public Guardian, and facilitates the processing, filing and serving of public and private guardianship application documents. The position is also the initial contact for office inquiries about the guardianship program. Those contacts may require meetings with family members of guardianship clients to explain the guardianship program and provide guardianship application documents for signing and swearing, before filing them in court as part of the guardianship application.

The DHSS is the largest, most broadly based department in the GNWT. The HSS System is comprised of the departmental structure and three HSSA's that deliver a complex array of programs and services and oversees several contracted service providers within the NWT and in other jurisdictions, when services are not currently available in the NWT.

One significant challenge faced by governments is that mainstream organizations, like HSS 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.

The HSS system is committed to addressing anti-Indigenous racism and promoting cultural safety and anti-racism. The Public Guardian is accountable to provide leadership and ensure SCCS staff honour and promote a culturally safe and anti-racist environment at all times, and interact with clients, families, community members, partners and colleagues with a relationship-based approach. This involves being tactful, respectful, self-aware and humble in order to develop and maintain ongoing and trusting relationships.

Transformative change within Continuing Care, Rehabilitation, and OPG services has been initiated in response to a looming demographic shift in the population aged 60+ both at a national and territorial level, and growth in the number of persons with disabilities. These changes are intended to refocus services to support a philosophy of "aging in place" by becoming more responsive to the needs of seniors, individuals with chronic and palliative health conditions and disabilities and their caregivers, so individuals can be supported in their own homes and communities, with less reliance on institutional care. Individuals receiving these services often have other health and social care needs, including chronic health conditions and mental health and addictions issues, which requires coordination across HSS and GNWT programs.

The Assistant prepares and administers court documents in accordance with due process and the Rules of the Court, maintaining individual case files, completing office management duties and administering office financial activities. The incumbent handles correspondence containing information of a legal, personal, restricted and protected nature within a strictly "confidential" and secured environment.

The Public Guardian Assistant provides a focal point for information exchange between the general public and various departmental divisions and regional offices as well as agencies and hospital/health boards.

The Public Guardian Assistant is also a focal point for information exchange and document preparation between the Public Guardian, Public Trustee, and legal counsel when drafting, filing and securing of court documents.

The Public Guardian Assistant will coordinate activities and set priorities related to the processing, filing and serving of guardianship applications in addition to maintaining the administration of the Office.

The Office of the Public Guardian (OPG) is located in Yellowknife, where both the Supreme Court of the Northwest Territories and the Office of the Public Trustee are located. This



position works indirectly on a daily basis with staff from the Public Trustee's office and the Court Services office.

The Public Guardian Assistant is accountable for tracking, monitoring and reporting on the Unit's budget of approximately \$300K.

### **RESPONSIBILITIES**

- 1. Coordinates all administrative functions associated with the Public Guardian's Office in order to ensure that the Office is managed in an effective and efficient manner.**
  - Keeps record of assigned authority given to regional representatives of the Public Guardian.
  - Keeps a registry of Deputy Public Guardians.
  - Liaisons with Regional Public Guardian Representatives and deputies concerning administrative and court proceedings.
  - Provides program information and explain the guardianship application process to families, community members, proposed guardians and professionals as directed by the Public Guardian.
  - Provides general information concerning the Public Guardian program to interested parties and members of the public.
  - Transcribes, types and proofreads letters, reports and prescribed forms.
  - Composes routine letters to agencies to confirm names and birth dates of guardianship clients as well as requests to agencies to serve court documents.
  - Schedules and coordinates meetings, appointments and workshops between the Public Guardian and various clients, groups and organizations.
  - Coordinates, gathers, and develops materials for meetings, presentations and workshops.
  - Takes and transcribes minutes at meetings.
  - Makes all travel arrangements for the Public Guardian or others associated with the program, including contracted personnel.
  - Tracks the Office mail and maintains a mail log and a bring forward system;
  - Maintains the filing systems within the Office.
  - Maintains briefing notes, and Cabinet, Financial Management Board (FMB) and Legislative Assembly submissions related to the Office.
  - Formats and prepares issue papers, briefing notes and responses related to guardianship issues, questions and complaints raised at a political level.
  - Maintain office inventory control.
  - Types, distributes and maintains reference and operational manuals.
  - Creates and maintains a library of associated books and other material pertaining to the Public Guardian program.



- Assists with special projects such as researching public guardianship programs in other jurisdictions.
- Attends meetings with family members of guardianship clients to explain the guardianship program; and to have court documents signed and sworn on behalf of the Public Guardian.
- Plans, organizes and communicates logistics related to events, i.e. arranges sites and schedules for the Public Guardian to train Regional Public Guardian representatives and Deputy Public Guardians.

**2. Ensures all related Court documents are properly prepared; and all related Court proceedings and due processes are adhered to in an accurate and timely manner in order to ensure that all court deadlines are met and that strict timeliness are followed.**

- Drafts and prepares court documents for review by the Public Guardian.
- Ensures that all court documents are formatted accurately and in accordance with established court procedures.
- Ensures that court documents are proofread and have a legal review and delivered to the court in time to meet rigorous court deadlines.
- Ensures public guardianship applications to the court naming the Public Guardian or private individuals as guardian are complete, in proper order and meet all court standards.
- Liaisons with legal counsel concerning guardianship/trusteeship applications and court related matters.
- Liaisons with departmental and other government officials, health and social service professionals, family and friends and private guardians of represented.
- Maintains systems and procedures for processing, updating and reviewing records on all guardianship applications and those granted guardianship.
- Tracks and monitors court requests for Public Guardian approval.
- Notifies the Public Guardian of pending review and expiration dates of court orders
- Tracks and processes applications for court ordered reviews or the discharge of guardians.
- Obtains a Commissioner of Oaths or Notary Public designation in order to assist the Public Guardian in the processing of legal documents.

**3. Coordinates and manages all related case files in order to ensure that records pertaining to individuals under guardianship are up to date.**

- Establishes and maintains both hard copy and electronic client files.
- Maintains the electronic case management systems.
- Updates files as required.
- Ensures that court ordered proceedings and reviews by the Public Guardian are transcribed, typed and processed.



- Provides information to authorized individuals as directed by the Public Guardian.
- Ensures that documents are transcribed into the native language of the individual when required.
- Ensures historical records and files are properly archived in accordance with established GNWT procedures.
- Liaisons with the Departmental Records Coordinator and the Public Guardian to ensure that all relevant legislation, procedures, guidelines and record disposition policies are adhered to and meet the long term storage of guardianship files.
- Provides recommendations for record information management issues to the Public Guardian.

**4. Responsible for expenditures control related to the procurement of supplies associated with the Public Guardian's Office in order to ensure that financial resources are expended in accordance with the Financial Administration Act in an appropriate manner.**

- Completes requisitions for purchase of supplies, materials and related court expenditures
- Tracks court and other costs on a case by case basis
- Tracks expenditures and ensures coding is correct, and reconciles financial reports to ensure they are correct
- Monitors expenditures within the Public Guardian's Office running reports from the GNWT System for Management Accountability (SAM)
- Prepares financial reports to the Public Guardian for reporting to Headquarters
- Prepares a monthly and quarterly variance report for review by the Public Guardian and submission to Headquarters Finance Division
- Set ups and monitor year end accruals when required
- Coordinates the financial administration of all Public Guardian's program contracts.
- Informs the Public Guardian of any budget/expenditure issues.
- Reconciles the purchasing card statement and ensures that all relevant invoices and receipts are attached and returned to Finance within tight deadlines
- Ensures that all payments for Office expenditures are processed in accordance with the Financial Administration Manual (FAM) and Policies.

**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 office practices and procedures.
- Knowledge of and/or the ability to acquire knowledge of guardianship programs and services within the NWT as well as in other jurisdictions.
- Knowledge of legal/ court proceedings.
- Knowledge of and/or the ability to learn and apply knowledge of Guardianship and Trusteeship Acts, policies and procedures.
- Knowledge of and/or the ability to learn and use Public Guardianship Information Systems.
- Knowledge of health and court terminology.
- Knowledge of privacy and confidentiality practices and the ability to adhere to the expectations of maintaining client privacy and confidentiality.
- Knowledge of and/or the ability to learn and apply records management policies and procedures including records disposition and systems such as DIIMS/ARCS and ORCS.
- Knowledge of and/or the ability to learn and apply knowledge of GNWT Financial Administration and Procurement Guidelines.
- Knowledge of accounting and financial management principles and procedures.
- Communication skills, in English, both written and oral.
- Written communication skills that are clear, easy to understand and generally follow the rules of correct grammar, spelling and punctuation.
- Skills relating to relevant computer programs such as word processing and spread sheets.
- Organizational and time management skills.
- Ability to be meticulous in detail, particularly in preparing and proofreading court documents and applications.
- Ability to learn GNWT's financial management system SAM.
- Ability to maintain various electronic and hard-copy court operational and case management filing systems.
- Client services orientation and ability to provide accurate information on all available services related to the public guardian program.
- Conceptual thinking and problem solving ability related to providing services in small, isolated communities.
- Ability to review court related documents for accuracy, and proper completion.
- Self-control and the ability to manage emotions when confronted by challenging behavior.



- Ability to work cooperatively in team situations including with members from a variety of backgrounds and cultures.
- 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:**

Completion of a Legal Administrative Assistant or Office Administration program and one (1) year 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