



IDENTIFICATION

Department	Position Title	
Health & Social Services	Health Care Services Administrative Assistant	
Position Number	Community	Division/Region
49-7034	Inuvik	Health Services Administration/Beaufort Delta

PURPOSE OF THE POSITION

The Health Care Services Administrative Assistant provides support and administrative assistance to the Health Services Administration office regarding the flow of information to and from, as well as within the division. This position provides administrative and clerical support to the staff of the Health Services Administration division and receptionist duties to the Public, and ensures the public is received and treated in a professional, courteous, and timely manner.

SCOPE

Located in Inuvik, the Health Care Services Administrative Assistant reports to the Director of Health Services Administration.

The Health Services Administration (HSA) office provides Health Services administration services for the population of the Northwest Territories (NWT). The HSA division is the sole provider of vital statistics and health services administration services. As such, the volume of telephone interactions is extremely high, and this position serves as the initial point of contact for the division. The Health Care Services Administrative Assistant controls the information flow and is the initial point of contact with the public, health and social services and other government agencies. The position functions in an environment where there is high volume of work produced and very sensitive issues are addressed.

The Health Care Services Administrative Assistant maintains control of the receipt of public funds from individuals, governments, and suppliers in accordance with GNWT Acts, regulations, policies, and departmental procedures to ensure timely monetary deposits. This position also provides Health Care Services support to the HAS office.

RESPONSIBILITIES

- 1. Provide administrative support to the Health Services Administration office to ensure overall efficiency and effectiveness.**
 - Coordinate the removal of surplus supplies and furniture.
 - Maintain an inventory list of all office supplies and equipment.
 - Provide administrative support to the Director and Managers as needed.
 - Manage highly confidential information by controlling access and coordinating appropriate storage and disposal.
 - Ensure that confidentiality is maintained.
- 2. Receive and record all incoming and outgoing mail and faxes for the HSA division on a daily basis to ensure correspondence is processed according to established GNWT policies and procedures, and in a timely manner.**
 - Date-stamp all incoming mail and faxes and distribute to the appropriate areas.
 - Document all incoming mail and faxes in the appropriate register.
 - Ensure all outgoing correspondence has the appropriate address information.
 - Prepare all outgoing mail, external and internal, for pickup and delivery
- 3. Answer the HSA division telephone and receive walk-in clients in a highly professional and tactful manner to ensure the clients' inquiries are dealt with appropriately and in a timely fashion.**
 - Answer the telephone and greet walk-in clients in a highly professional and courteous manner and direct the client to the appropriate section.
 - Take messages when necessary and make sure the recipient receives it.
 - Obtain as much information from the client in order to direct them to the proper area or person.
- 4. Maintain control of the receipt of public funds from individuals, governments and suppliers.**
 - Prepare and process receipt of public funds in accordance with financial procedures, relevant legislation, and regulations.
 - Promptly endorse all cheques and other negotiable instruments with a stamp.
 - Ensure a cash drawer receipt is issued for each payment. A copy of the receipt is provided to each client and a copy is kept with the payment information.
 - Ensure the cash drawer receipt and money is kept in a secure location until the bank deposit slip is prepared.
 - Ensure the bank deposit slip and negotiable instruments are securely stored.
 - Ensure all money is taken to the local bank daily for deposit as required.
- 5. Process Organ and Tissue Donation Consent Forms.**
 - Receive completed Organ and Tissue Donation Consent forms.
 - Validate form using client information in HMIS.
 - Complete the Organ and Tissue Donation Control sheet, file, and prepare batch for secure courier.
 - Mail out Organ and Tissue Donation batch.

6. Provide assistance to eligible Northwest Territories (NWT) residents in attaining coverage of Smoking Cessation Aids.

- Validate and ensure NWT resident is eligible for Smoking Cessation Aids.
- Provide notification to (requested) Pharmacy indicating resident is eligible for Smoking Cessation Program.

7. Assist with providing health care service support to the Health Care Services Division.

- Process requests and applications for NWT health care coverage.
- Review, assess, and process receivables / payables with respect to health insurances.
- Conduct periodic reviews.
- Receive, review, and submit prior approval requests from physicians for Out of Territory Insured Services/Private facilities to the Chief Medical Advisor.
- Respond to questions regarding eligibility and/or changes to a registration.

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 and general office procedures and familiarity with electronic equipment.
- Keyboarding skills, and the ability to operate a computer and use Microsoft software, internet and email programs.
- Knowledge of privacy and confidentiality practices and the ability to adhere to the expectations of maintaining citizen privacy and confidentiality.
- Customer service orientation and the ability to listen and respond positively in all client situations.
- Interpersonal skills and the ability to communicate appropriately, professionally, and courteously, both orally and in writing.
- Ability to double check the accuracy of information and work product to provide accurate and consistent work.
- Ability to problem solve and/or act quickly and decisively in time-sensitive situations.

- Ability to work independently and to exercise initiative and judgement at an appropriate level.
- Ability to acquire and apply health terminology knowledge.
- Ability to complete tasks / projects on time through the routine planning of own work and organization of resources.
- Ability to work cooperatively within diverse teams, work groups and across the organization to achieve group and organizational goals.
- 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:

The completion of a Grade 12 (High School) diploma plus two (2) years of relevant work experience in a client service-focused environment.

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