



IDENTIFICATION

Department	Position Title	
Health and Social Services	Environmental Health Systems Administrator	
Position Number	Community	Division/Region
49-9528	Yellowknife	Environmental Health/HQ

PURPOSE OF THE POSITION

The Environmental Health Systems Administrator provides operational support to the Environmental Health Unit in the areas of public health permitting, database administration and records management. The position carries out these functions in accordance with Government of the Northwest Territories (GNWT) acts, regulations, policies and governmental and departmental procedures.

SCOPE

Located in Yellowknife the Environmental Health Systems Administrator (Administrator) reports to the Chief Environmental Health Officer (Chief EHO). The position provides support to a team of EHOs located at the unit's Yellowknife headquarters as well as 2 regional offices.

The Administrator coordinates the review and processing of permits under the *Public Health Act* and associated regulations for a broad range of NWT premises, and routinely fields requests from agencies, businesses and the public on the permitting process and information requirements.

The Administrator is responsible for data collection, entry and review in databases and data holdings related to public health permitting, inspections, regulatory testing and investigations. The position oversees quality assurance processes for record/file integrity related to electronic and hardcopy regulatory records of the unit, and maintains an inventory of equipment and assets in all environmental health offices. The position works closely with the Division's Research Assistant to ensure business continuity and coordination of administrative and business processes and activities.

Frequent work with the public by phone and in-person requires tact, particularly when the public may have concerns about meeting regulatory requirements.



The duties of the position are carried out in accordance with the Northwest Territories *Public Health Act*, all GNWT and departmental policies, directives and procedures and generally accepted administrative practices.

RESPONSIBILITIES

- 1. Provide electronic and physical database management and administration support for the Unit.**
 - Enter data into various information systems, databases and other data holdings of the Unit, including but not limited to issuing of permits, inspections reports database, complaints investigations collection, health hazard investigations, and community water testing results collection, organization and storage as required by legislation.
 - Ensure data validation/quality assurance activities to ensure accuracy and consistency of all data entered into these data holdings.
 - Develop and implement administrative and data integrity procedures.
 - Prepare data outputs and reports from data holdings to inform operational decisions by the Chief EHO and EHOs.
 - Participate in planning and implementation of improvements to data holdings and related business and quality assurance processes
- 2. Oversee the Unit's business administration relating to permits, public services provisions, public health investigations, community travels, website maintenance and assets administration.**
 - Collect applications, verify documents and implement processes of application review by EHOs. Prepare permits under various regulations for businesses and agencies as per direction provided by the Chief EHO or other EHOs.
 - Conduct routine reviews of permit status with input from EHOs to ensure permitting requirements are anticipated and met without delay or error.
 - Review, draft, and update online content for the Unit as per direction provided by the Chief EHO, including inspection reports, animal bite data, and information about Unit services.
 - Provide front line service to the general public, organizations, and businesses on permit process, cost, timeline and documents.
 - Assist members of the public through in-person or phone inquiries on environmental health inquiries, including the status of permit applications, follow-up to inspections or investigations, or interest in potential training available to premises operators.



3. Maintain physical and electronic records and files for the Unit.

- Manage proprietary electronic database management system by entering data, managing allocation of cases, and following up on case progression and data entry from EHOs. Ensure databases are interconnected in the system and ensure quality and accuracy of record keeping.
- Develop and maintain procedures to manage Unit records, and identify updates to the Unit's records listings and retention requirements.
- Ensure that all records are managed, stored and disposed as per approved government ORCS and ARCS schedules and associated requirements in both electronic and paper format.
- Maintain records files for all active and inactive premises and investigations.
- Ensure personal health information is stored in a secure format and shared only with authorized users.
- Coordinate with other Northwest Territories Health and Social Services Authority (NTHSSA), Hay River Health and Social Services Authority (HRHSSA), Tłı̨chǫ Community Services Agency (TCSA), RCMP, and Community Governments to ensure correct reporting forms are submitted to office on time and correct locations.

4. Support the Unit's administration requirements and maintain inventories.

- Ensure a current inventory of environmental health equipment, vehicles and other assets in the headquarters and regional offices, and conduct routine reviews of status to ensure actions are taken to update asset inventories as required.
- Make purchases of specialized items necessary for regulatory activities to be done.
- Ensure an orderly work environment for the Unit's public reception and common business areas.
- Assist Unit staff with the development of standard operating procedures, forms and other resources using GNWT and divisional templates.
- Assist Unit travel or meeting logistics for special meetings, forums or training of permit holders.

5. Provide business continuity and support to other administrative requirements of the division.

- Ensure cross-training and orientation of other staff on core business to ensure operational continuity.
- Keep the Unit sign-in/out board current in regard to staff movements in headquarters and regional offices.
- Assist with purchasing of general office supplies for the Division or the floor when the Division's Research Assistant is not available.
- Assist with mail, management of electronic devices/machines, and other administrative duties when the Division's Research Assistant is not available.



6. Provide support for finance functions in accordance with the *Financial Administration Act* and the *Financial Administration Manual*.

- Process payments using the Moneris card payment terminal. Collect receipts, develop database of all transactions and maintain records as per *Financial Administration Act* and *Financial Administration Manual*.
- Provide support to clients and businesses in payment processing and financial reconciliation.
- Support EH unit in monthly VISA reporting and purchase verification.
- Manage online payment platform and database for EH permit fees and EH system operation.

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 computer and online database platform.
- Knowledge of information systems, spreadsheets and word processing applications for program administration.
- Knowledge of office procedures and business systems for financial administration and document tracking.
- Knowledge of and/or the ability to acquire and apply knowledge of records management legislation, policies and procedures for classification, retention and disposition of paper and electronic records.
- Knowledge of appropriate management of confidential, highly sensitive information and requirements to retain client confidentiality and data security.
- Knowledge of and/or the ability to acquire knowledge of public health programs and services as well as northern cultures as they relate to health and social service issues.



- Organization and prioritization skills with self-orientation to workload and timelines.
- Abilities relating to electronic data quality assurance and management for the purposes of tracking and reporting.
- Data processing and keyboarding skills, including proper numeric keyboard technique.
- Oral and written communications skills.
- Customer service skills, including conflict resolution and de-escalation techniques.
- Ability to work within a team-based environment in an effective, tactful manner.
- Ability to work independently and set operational goals and timelines with minimal instruction.
- Ability to balance competing priorities.
- 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 diploma in a health-related information management discipline 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