



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Executive Assistant	
Position Number(s)	Community	Division/Region(s)
67-12852	Fort Smith	Executive/Fort Smith

PURPOSE OF THE POSITION

The Executive Assistant is responsible for office management, confidential administrative support and communications support to the Chief Operating Officer (COO), to the Regional Wellness Council (RWC), and to the Regional Management Team in a manner that ensures the functions of the Northwest Territories Health and Social Services Authority Fort Smith Region are conducted in an effective manner, and in accordance with policies, procedures, and directives.

SCOPE

The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of Hay River and Tł'chǫ regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-aboriginals. Health and social services includes the full range of primary, secondary and tertiary health services and social services including family services, protection services, care placements, mental health, addictions, and developmental activities, delivered by more than 1,400 health and social services staff.

While the Tł'chǫ Community Services Agency (TCSA) will operate under a separate board and Hay River Health and Social Services Agency (HRHSSA) will in the interim, the NTHSSA will set clinical standards, procedures, guidelines and monitoring for the entire Northwest Territories. Service Agreements will be established with these boards to identify performance requirements and adherence to clinical standards, procedures, guidelines and policies as established by the NTHSSA.

Under the direction of the Minister of Health and Social Services, the NTHSSA is established to move toward one integrated delivery system as part of the government's transformation strategy.

The NTHSSA - Fort Smith Region is responsible for the effective delivery of Primary and Emergent Health Care and Social Services to approximately 2,500 residents of Fort Smith and the surrounding area. The Regional facilities include one type C Health Facility and a 28 Bed Long Term Care Facility.

This position is located in Fort Smith and report directly to Chief Operating Officer Fort Smith Region.

RESPONSIBILITIES

1. Provides administrative support for regional onboarding, orientation and other related activities for Fort Smith Region ensuring regional and territorial coordination of physician services.

- Responsible for presentation of a positive, professional, and competent image for the region to all physicians;
- Arranges, coordinates and manages all regional travels and transportation needs for physicians including the Area Medical Director based on the physician schedules;
- Maintains and manages the day to day locum schedules for coordination with territorial schedules;
- Coordinates and manages accommodation and housing services for short term locum physicians;
- Prepares onboarding packages for physicians to ensure they are provided with all necessary, updated and accurate documents and contact information required for working in the NWT;
- Provides necessary information to the physicians as part of off boarding process to ensure appropriate and timely hand off and return of documents, timesheets, housing keys, rental vehicles and other materials as set out in the off boarding process guidelines;
- Manages and maintains locum apartment contracts for the Region and ensures appropriate maintenance of the apartments;
- Ensures appropriate maintenance of locum apartments, including arranging for cleaning and restocking of supplies;
- Receives and prepares responses to complaints, feedback, and inquiries from physicians and ensure the COO and appropriate Regional Managers are aware of relevant items;
- Coordinates use and maintenance of rental vehicle;
- Arranges community charters for physician visits to the outlying communities;
- Coordinates with other staff in NTHSSA to ensure consistent approach within all regions and the territory for physician services;

- Coordinates travel schedules, travel arrangements and accommodations for medical learners travelling to remote locations within NWT with their preceptors;
- Ensures travel authorization, expense claims, and invoices are prepared for physicians and completed in a timely fashion;
- Coordinate with the physicians to ensure timesheets are accurately complete to ensure physician payroll is administered in a timely manner.

2. The incumbent is responsible for the efficient and effective function of the Executive Office:

- Responsible for presenting a positive and professional image for the Executive Office through effective communication, protocols, policies, and procedures;
- Acts as the administrative first point of contact for the organization, for both internal and external inquiries;
- Writes and prepares professional correspondence on behalf of the COO including letters, reports, and correspondence;
- Receives, reviews, and prioritizes all correspondence received for the COO and Executive staff;
- Prepares minutes, agenda, ongoing action items, and information for various Fort Smith region committees;
- Identifies and develops appropriate advertisements as per organizational priorities;
- Maintains a calendar of appointments and meetings for the COO and liaises with internal and external agencies to identify necessary meetings as per organizational priorities;
- Manages a “bring forward” filing system with ongoing issues for the COO’s attention, identifies matters of priority for the attention of the COO and receives instructions on the subsequent course of action;
- Makes travel arrangements, completes registration processes, and prepares itineraries for meetings, conferences and other appointments on behalf of the COO;
- Maintains an efficient and highly confidential filing system for the Executive Office, develops and recommends office procedures and systems, analyzes and resolves administrative and procedural issues;
- Ensures contracts, contribution agreements, and other such binding documents are signed, witnessed and distributed in a timely manner;
- Obtains, reviews, codes, and presents invoices and other financial documents for signature and forwards signed documents to the appropriate finance staff;
- Receives and dates human resources related documents that require CEO and / or COO signature and forwards signed documents to the appropriate staff;
- Leads the region’s summer student program by reviewing and recommending changes to job descriptions, ensuring funding applications are submitted prior to deadlines, and coordinating the hiring process with Executive staff;
- Liaises and collaborates with the COO and region managers to ensure timely and accurate preparation of briefing documents and or follow-up issues.
- Supporting activities of the above responsibility.

3. The incumbent assists the COO in responding to internal and external complaints:

- Receives complaints from internal and external sources, including the Legislative Assembly, in a manner that ensures a professional and competent image is presented for the Executive Office;
- Prioritizes incoming complaints for presentation to the COO;
- Provides necessary research and prepares briefings for complaints that are brought forward;
- Prepares correspondence and/or responses for approval by the COO;
- Provides research and briefing on follow up to issues raised as required.

4. The incumbent researches, leads, and facilitates special projects as required:

- Researches, coordinates, and manages special projects and events as per organizational priorities;
- Identifies and recommends special projects as organizational priorities;
- Researches, analyzes, compiles and writes professional reports;
- Drafts budgets and tracks expenditures as related to special project requirements;
- Liaises and collaborates with the COO, Regional Managers, Department Managers for monitoring progress and provides follow up for special projects in a timely manner;
- Manages necessary internal and external communications needed for special projects

WORKING CONDITIONS

Physical Demands

There are limited physical demands in this position, but the position does require long periods of sitting at a desk and computer within a typical office environment. Limited lifting may be required to manage files and data collection.

Environmental Conditions

This position works in an office environment within a hospital setting and has some exposure to infectious diseases. Extensive use of a computer requires appropriate lighting and ergonomic seating.

Sensory Demands

Sensory Demands are as expected in a typical office environment. High volumes of telephones calls are expected on a daily basis. Accuracy is critical, particularly in drafting and proofreading documents. Extensive use of the computer may cause eye strain.

Mental Demands

The incumbent will be required to work in a dynamic environment with constant distractions, interruptions and changing demands. The incumbent must be able to prioritize items as they

come up, maintain focus on items when being worked on and be able to multitask on an ongoing basis.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of the Government of the Northwest Territories structure, policies, procedures, and systems;
- Knowledge of the Northwest Territories Physician Contracts is required;
- Knowledge of the Government of the Northwest Territories Procurement Policies is required
- Comprehensive understanding of Organizational Behaviors is required;
- Sound understanding of Marketing and Communications Principles;
- High proficiency in Microsoft Office, Microsoft SharePoint, Microsoft Excel, Microsoft Publisher and Microsoft Outlook;
- Recording and publishing of meeting minutes is a necessary skill;
- Highly effective and professional verbal and written communications skills are required;
- Excellent telephone and email etiquette is required;
- Very strong organizational skills are required;
- Strong presentation and public speaking skills are required;
- Demonstrated staff management skills are required;
- Demonstrated critical thinking and problem solving skills are required;
- Must have a demonstrated confidence managing multiple projects and activities in a dynamic environment and adhering to deadlines.

Typically, the above qualifications would be attained by:

- An undergraduate Degree in Commerce, Business, or similar discipline, and a minimum of two years related work experience (Communications, Management, Facilitation, Administrative Assistant).
- The incumbent must hold a valid class 5 driver's license.

ADDITIONAL REQUIREMENTS

Fort Smith Regional Requirements:

Basic CPR

WHIMS

Safety Mask Fit testing

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

Aboriginal language: To choose a language, click [here](#).

Required

Preferred