



### **IDENTIFICATION**

<b>Department</b>	<b>Position Title</b>	
Northwest Territories Health and Social Services Authority	Executive Secretary, Headquarters	
<b>Position Number(s)</b>	<b>Community</b>	<b>Division/Region(s)</b>
7-15130	Yellowknife	Corporate and Support Services/HQ

### **PURPOSE OF THE POSITION**

The Executive Secretary, Headquarters is directly responsible and accountable for providing senior professional secretarial and administrative support to their assigned Northwest Territories Health and Social Services Authority (NTHSSA) Headquarters (HQ) executive (i.e., Executive Director, Corporate and Support Services (ED CSS); Executive Director, Clinical Integration (ED CI); Territorial Medical Director (TMD); and the Chief Medical Information Officer (CMIO)). The position must be able to act as part of the NTHSSA executive administrative team consisting of two Executive Secretary, Headquarters positions and a Senior Administrative Coordinator (SAC).

### **SCOPE**

The NTHSSA is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of Hay River and Tłı̨chǫ 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 Tłı̨chǫ 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 position is located in Yellowknife and reports to the Executive Director, Corporate and Support Service. The incumbent performs senior secretarial and administrative duties and functions as the key secretarial support the assigned executive and associated divisional directors and managers (i.e., Directors, Territorial Managers, Area Medical Directors, etc.). The incumbent ensures that all written documentation conforms to NTHSSA and government formats, procedures and policies. The incumbent is responsible for coordinating, editing and reviewing documentation provided by the NTHSSA executive and respective divisions. The Executive Secretary provides guidance and direction to all assigned executive's divisional administrative support staff.

The Executive Secretary, Headquarters (ES HQ) position administratively reports to the ED CSS but fully accountable to support assigned NTHSSA executive and their respective divisions. However, day to day supervision of executive secretary staff is the responsibility of the SAC to ensure continuity of administrative services within NTHSSA Headquarters. With a close working relationship amongst the NTHSSA administrative team, a high degree of cooperation is required between the three positions as common issues, urgent requests and subject matter will require collaboration to complete most tasks. They must have complementary skills, knowledge, abilities and compatible work styles. The majority of the work is self-initiated; however, advice and guidance may be solicited from the assigned executive and the SAC.

The incumbent works independently within established procedures for the position. In addition, the incumbent will receive either written or verbal assignments from the SAC, ED CSS, ED CI, TMD, CMIO or other NTHSSA directors from time to time and must be able to balance priorities or seek advice proactively to balance priorities. The incumbent deals daily in person or on the telephone with a variety of contacts including: NTHSSA Regional executive; NTHSSA Board Chair; NTHSSA Leadership Council members; NTHSSA directors, managers and staff; HRHSSA and TCSA leadership and staff; Department of Health and Social Services (DHSS) leadership and staff; other Government of the Northwest Territories (GNWT) departments leadership and staff; representatives from Aboriginal organizations; and the general public.

Decisions resulting in poor quality of work, delays in meeting deadlines and errors made in performing duties could create embarrassment for the organization. Breaches of confidentiality and/or the provision of inaccurate/incorrect information can have serious legal and reputational implications.

## **RESPONSIBILITIES**

- 1. Provide professional and confidential secretarial services to the assigned NTHSSA executive and other members of NTHSSA executive headquarters as required. In**

**addition, the incumbent provides relief secretarial services for their ES HQ counterpart assigned executive, CEO and NTHSSA Board Chair by:**

**Main Activities:**

- Coordinating, editing and reviewing documentation produced by the assigned NTHSSA executive and their respective Divisions;
- Accurately typing correspondence, reports and documents from handwritten or electronic notes for the Board Chair, CEO, ED CSS, ED CI, TMD, and CMIO;
- Arranging, recording and confirming all assigned executive appointments/meeting within and outside the office and assembling relevant files and related information for these meetings;
- Arranging for courier services for outgoing correspondence and other documents;
- Making all travel and accommodation arrangements for the assigned executive;
- Preparing and documenting requisitions and other documents including Travel Authorizations and Expense Reports, travel and accommodation warrants, cheque requisitions and charter aircraft requests;
- Tracking of all corporate Visa expenses and monthly reconciliation; and
- Performing receptionist duties for the assigned NTHSSA executive by receiving and transmitting telephone calls locally or long distance, answering inquiries, handling messages and directing calls and visitors to the appropriate staff.

**2. Provides senior administrative and clerical support services to ensure the effectiveness and efficiency of the day-to-day office administration.**

**Recommendations are made with respect to file systems and records management.**

**Main Activities:**

- Maintaining an electronic document tracking systems, prioritizing all correspondence, directing tasks to senior staff, assigning task dates;
- Monitoring and tracking progress of tasks assigned to NTHSSA divisions reporting to the NTHSSA executive;
- Maintaining a record of assigned work tasks including "bring forward" retrieval system for all correspondence;
- Maintaining a record of all correspondence signed by the executive;
- Forwarding correspondence to the NTHSSA Regions and divisions for the preparation of a NTHSSA responses;
- Organizing, recording and maintaining a personal and confidential filing system;
  - Be a skilled resource in GNWT ARCs and ORCS for the management of all assigned executive's electronic and paper files and network drive structures; and
  - Ensure periodic audit of NTHSSA staff access to confidential network drives and files.
- Maintaining the confidentiality of incoming and outgoing email messages and sending of email messages;
- Working with NTHSSA division and Regional executive assistants and administrative assistants to ensure that they are kept up to date with NTHSSA standards and formats;

- Working with DHSS Directorate executive secretaries to ensure smooth flow of information within the Health and Social Services system;
- Providing computer and office procedure training to casual employees as and when required;
- Preparing for the assigned NTHSSA executive signature all divisional travel requests; and
- Photocopying a variety of documents.

**3. Provide professional support to the assigned NTHSSA executive with respect to general secretarial/ office procedures.**

**Main Activities:**

- Assisting in the completion of briefing notes, options papers, decision papers and info item for the executive signature and executive staff.
- Preparing summary reports on incoming tasks and status reports on current tasks;
- Researching information required by the executive and their staff;
- Making recommendations for the improvement of office procedures which will improve effectiveness and efficiency;
- Assisting in developing solutions to day-to-day problems; and,
- Provide orientation and assistance to new NTHSSA secretaries, executive assistants and administrative assistants.

**4. Oversees and maintains supplies, resources and publications inventories, and equipment.**

**Main Activities:**

- Manages and maintains resource and publication inventory;
- Requests and evaluates quotes for printing;
- Arranges for the purchase of office supplies and the processing of requisitions for supplies as required;
- Organizes and maintains office supplies inventory and supplies/photocopy room;
- Perform user maintenance, programming and basic trouble shooting on all office equipment;
- Arranges for more complex maintenance, upkeep and surplus of office equipment;
- Anticipates, orders and orientates new NTHSSA HQ staff to all computer hardware, telecommunication hardware and other staff specific administrative hardware; and
- Tracks, collects and as appropriate reassigns all computer hardware, telecommunication hardware and other staff specific administrative hardware when NTHSSA HQ staff resign.

**5. Provides support function to the NTHSSA Board Chair, Regional Wellness Council Chairs and members, Regional Chief Operating Officers and Chief Executive Officer.**

**Main Activities:**

- Liaising and collaborating with the DHSS SAC and executive secretaries, HRHSSA and TCSA executive secretaries, as well as NTHSSA Regional executive assistants and administrative assistants to resolve issues and facilitate NTHSSA support;

- Review briefing notes, speech material, correspondence for Board Chair and CEO signature and other support material as required;
- Providing backup support for with the CEOs Senior Administrative Coordinator, other ES HQ, NTHSSA Regional Executive Assistants, during absences from work or holiday relief; and
- Support to NTHSSA Senior Advisors when required.

## **6. Additional Responsibilities.**

### **Main Activities:**

- Ensure the NTHSSA Executive headquarters is a safe work environment;
  - Participate and support all Occupational Health and Safety requirements of HQ;
  - Orientate all new HQ staff to Occupational Health and Safety requirements; and
  - Monitor and ensure all areas are kept clean, healthy and safe.
- Be a support resource on video conference, teleconferencing technologies and electronic communication/dialogue tools (e.g., Yammer, SharePoint, etc.);
- Coordination of executive and assigned HQ mandated meetings, conferences and training sessions:
  - Coordination and compilation of all meeting packages;
  - Coordination of member travel as required and assigned;
  - Coordination and tracking of attendance;
  - Document and validate meeting minute and transcripts; and
  - Coordination and tracking of all meeting expenses and payments.
- At the discretion of the assigned NTHSSA executive provide:
  - Full coordination of executive schedules using Outlook and other required electronic scheduling tools;
  - Monitoring and categorizing of emails and as appropriate responding to administrative emails on behalf of executive;
  - Development and coordination of executive divisional communications (i.e., develop and maintain bulk email lists and communications; development of newsletters; etc.); and
  - Coordination of divisional meeting action trackers and following up with assigned division staff.

## **WORKING CONDITIONS**

### **Physical Demands**

Normal office environment.

### **Environmental Conditions**

The incumbent works in a busy, open work environment impacting ability to concentrate. There is a lack of privacy due to constant interruptions, heavy traffic area and high noise levels. The NTHSSA is a health and social services environment and staff will be required to enter and interact in healthcare environments with exposure to biological, chemical and physical hazards.

### **Sensory Demands**

Must be able to perform precision work especially with regards to senior level correspondence and report preparation. This requires the capability for a high-level of productivity and quality control.

### **Mental Demands**

The incumbent will work in an environment where there are frequent and competing demands which at times can result in stress. The Executive Secretary plays a pivotal role in ensuring that deadlines are met, output is quality controlled and staff is adequately supported. The incumbent handles and is exposed to a variety of confidential and sensitive documents and delicate issues which can result in stressful situations.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Exceptional knowledge of computer information systems including databases, website maintenance and Microsoft Office programs.
- Good working knowledge and understanding of appeal processes.
- Advanced knowledge of ARCs and ORCS filing systems as well as DIIMS.
- Excellent knowledge of office processes and procedures.
- Knowledge of legislation applicable to employment standards' appeals.
- Knowledge of budget, accounting, and financial procedures. Knowledge of minute taking.
- General knowledge of the NTHSSA Regional six financial management systems.
- Exceptional administrative and coordination skills.
- Exceptional time management skills
- Proven communication skills, in English, both written and oral.

### **Typically, the above qualifications would be attained by:**

Completion of a secretarial diploma or equivalent education plus 3 years of progressive related experience supporting senior executives in an office/administrative environment or equivalent combination of education and experience.

### **ADDITIONAL REQUIREMENTS**

#### **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