



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Administrative Assistant, Health Services	
Position Number	Community	Division/Region
48-5770	Inuvik	Beaufort Delta Region

PURPOSE OF THE POSITION

The Administrative Assistant, Health Services ensures the effective functioning of the Northwest Territories (NTHSSA) Beaufort Delta Region (BDR) administration with a focus on administrative support to health services managers and staff. The incumbent operates within NTHSSA By-laws, Policies and Procedures, and Government of the Northwest Territories (GNWT) Legislation to ensure the smooth functioning and operation of administrative offices within the NTHSSA.

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 Tłı̨ch̨ 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 Tłı̨ch̨ 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-BDR provides and supports the delivery of health care and social services to adults and children on an inpatient, outpatient, and outreach basis in order to enhance healthy community well-being through excellence, accountability and respect for regional diversity. The NTHSSA-BDR directly and contractually employs over 300 staff in the Beaufort Delta Region who deliver these services in eight communities through the Inuvik Regional Hospital, seven community health centres, and seventeen other sites including social services and dental therapy offices, public health clinics and various group homes. There are approximately 7500 residents in the Beaufort Delta region.

Located in the Administration area of the Inuvik Regional Hospital (IRH) the Administrative Assistant, Health Services reports directly to the Senior Regional Manager, Health Services (SRMHS), and provides administrative support to the health services unit. The position is cross trained and provides coverage to other administrative areas in the NTHSSA-BDR. This position may take on special tasks, projects and assignments which are confidential and sensitive in nature. The position involves close coordination with NTHSSA-BDR managers and other administrative support personnel. There are demands of dealing with timelines, interacting with the general public, and verifying the correctness and accuracy of the information received. There is a high volume of transactions and activity, which would require the incumbent to be extremely organized to ensure that the work is completed accurately and in a timely manner.

Responsibilities are diverse and the incumbent will be exposed to highly confidential and sensitive information that could impact on clients and/or family members, employees of the NTHSSA, Department of Health and Social Services, Government of the Northwest Territories, clients and/or their families.

RESPONSIBILITIES

1. Assumes the role of primary link between NTHSSA-BDR Health Service Managers, and Human Resources (HR), finance, and purchasing.

- Takes a lead role in working with HR and Managers in completion of human resource documents such as Job offers, Job Action Forms, Casual Staffing requests, Job descriptions and Job Evaluation forms.
- Supports the SRMHS and Health Services manager in the financial management for their program area including assisting in the completion of visa reconciliations, and expense claims.
- Organizes tracks and submits Health and Allied Health Professional Licensing documentation and payment.
- Works closely with Manager of Community Health Centers and Purchasing in compiling annual barge and supply orders.

2. Provides general administrative support to the SRMHS and Health Services Managers, and ensures NTHSSA BDR documents are tracked and all correspondence and documents are prepared and formatted in a manner reflective of the NTHSSA BDR as a professional organization.

- Completes filing, photocopying, mailings, printing, faxing, scanning, laminating, development of brochures and handouts, and other administrative tasks.
- Completes equipment and supplies orders for Managers including stationary and supplies to be sent to communities.
- Responsible for maintaining the photocopiers in administration workroom and ensuring the file room and the administration workroom is organized and stocked
- Maintains administrative records system following the NTHSSA approved records retention schedules.
- Tracks incoming and outgoing correspondence and documents and ensures correspondence and documents are forwarded to appropriate persons and agencies.
- Proofreads, formats, and prepares documents and correspondence for NTHSSA – BDR Health Services managers.
- Recommends formatting or wordsmith changes to final documents for review.
- Investigates, collects, monitors, analyzes and complies various forms of correspondence / data / statistics / information as requested.
- Arranges meetings as requested through the booking of meeting rooms, teleconferences, invitation to members and ordering refreshments as requested.
- Proactively develops Agenda's in consultation with relevant manager.
- Accurately and thoroughly records minutes of meetings, proactively distributes minutes to participants and others as appropriate.
- Develops and documents ongoing actions lists established during committee meetings and follows up as required to ensure action lists are updated and minutes are accurate.

3. Assists in organizing and booking special programs and events such as group training, as requested by Managers, Coordinator of Staff/Nurse Educator, and/or Coordinator of Nursing Services.

- Books meetings rooms both on and offsite, booking refreshments, ensuring audio visual equipment is booked as requested.
- Receives quotes for costs and makes recommendation to Manager to determine final booking and service provider.
- Contacts hotels to set aside blocks of rooms and works closely with Travel Specialist to coordinate travel and accommodations.
- Supports Staff Education through assisting in booking meeting rooms, taking registration for orientations and staff training, assisting in the logistics of organizing and booking training rooms and equipment.
- Provides support in organizing and preparing for health and career fairs.
- Books and supports manager in the use of Telemerge, WebEx, and Microsoft Teams.

4. Organize and expedite flow of work for NTHSSA-BDR Health Services Management.

- Provide coverage for Executive Assistant as required.
- Participate in various committee meetings, and agencies.

- Liaise with various authorities, agencies, departments, directors, managers, supervisors and employees for Supervisor or Manager-appointed task assignments and initiates follow-up.
- Work collaboratively with team members as required ensuring smooth transition of work responsibilities.
- Act as a primary point of contact and general information for nursing and allied health staff who report to health service managers.

5. Workplace Health and Safety (WHS): Employees of the Authority are committed to creating and maintaining a safe and respectful workplace for employees and patients/clients. Building a safe and respectful workplace is everyone's responsibility.

- All employees and contractors have a professional and personal responsibility to perform their duties to health and safety regulations, standards, practices and procedures.
- All stakeholders (Management, Staff, Union of Northern Workers (UNW), and Workers' Safety and Compensation Commission (WSCC)) need to ensure our WHS Committee works effectively, with a shared purpose of continuous quality improvement in health and safety.
- Managers play an active role in WHS through their daily management: identifying prevention opportunities, ensuring staff are trained in Risk Monitor Pro, investigating potential risk and accidents, and applying timely corrective measures.
- A healthy workplace, where employees can provide quality service under safe conditions, is the right thing to do and makes good business sense.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual demands.

Sensory Demands

No unusual demands.

Mental Demands

No unusual demands.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of office and administrative procedures supported by organizational and communication skills.
- Knowledge of travel and accommodation booking processes.

- Knowledge of general office duties and records management, including ARCS and ORCS (Administrative Records Classification / Operational Records Classification) systems.
- Knowledge and proficiency in a variety of word processing, data collection, and spreadsheet and information exchange software programs.
- Interpersonal skills and the ability to interact with clients who are emotionally stressed and staff who are under significant time pressures and emotional strain.
- Writing skills and ability to proofread documents for style, form, spelling and grammar.
- Time management skills and the ability to problem solve.
- Able to work independently, and prioritize on an ongoing basis.
- Ability to maintain confidentiality and maintain a professional manner with all clients.
- Able to summarize large amounts of information to succinct and readable formats.
- Ability to interact and coordinate with a range of health and social services professionals and clientele who come from a range of social, educational, and cultural backgrounds.
- Sensitivity and respect for all cultures and traditions, with knowledge of the culture and traditions of the northern and Indigenous people.
- Skilled in a variety of word processing, spreadsheet, and data collection and information exchange software programs.

Typically, the above qualifications would be attained by.

The equivalent of a two (2) year Business Administration or Communications program with three (3) years of experience in a relevant position.

ADDITIONAL REQUIREMENTS

Proof of immunization in keeping with current public health practices is required.

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: Inuvialuktun

- Required Preferred