



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Executive Assistant	
Position Number	Community	Division/Region
48-11171	Norman Wells	Executive/Sahtu

PURPOSE OF THE POSITION

The Executive Assistant provides general administration, communication and management support to the Chief Operating Officer (COO), the Regional Management staff and the regional physicians for the Northwest Territories Health and Social Services Authority – Sahtu Region in accordance with the policies and procedures of the Government of the Northwest Territories and the Northwest Territories Health and Social Services Authority.

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 Tłı̄ch̄o 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 Tłı̄ch̄o 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.

This position is located in the regional office in Norman Wells and reports to the COO who is co-located. This is a highly responsible senior support position requiring a comprehensive knowledge of office and administrative procedures. There is a great deal of latitude in this position, due to the wide scope of responsibility and multiple tasks, which requires independent judgment and problem solving.

The position impacts directly on the level of professionalism of the NTHSSA as the incumbent is a first or second contact with staff and the public and must be prompt and courteous in dealing with sensitive issues. Breaches of confidentiality and privacy, poor decision-making, poor quality work, delays in completing assignments and errors made in performing duties could cause financial or legal implications for the NTHSSA.

The position performs administrative duties for Regional Management staff and functions and is the key administrative support for the COO, regional physicians. As needed, the position will also support the Regional Wellness Council (RWC). The incumbent works independently within established procedures and may receive written or verbal assignments from the COO or other Regional Management staff. The incumbent also completes special projects for the COO, regional physicians, the RWC and other staff with minimal supervision.

RESPONSIBILITIES

- 1. Provides administrative support for the regional administration office staff to ensure effectiveness and efficiency of Sahtu Region operations.**
 - Performs general reception duties for the COO, regional managers and regional physicians by receiving, screening, and transmitting incoming telephone calls and directing calls and visitors to appropriate staff, including addressing general public inquiries for information on Authority operations and decisions.
 - Coordinates arrangements for Authority meetings: including creating the agenda, meeting packages and recording and distributing minutes in a timely manner to ensure accurate recording of Authority business; follows-up on Authority decisions.
 - Facilitates follow-up procedures to track major issues and projects, ensuring that deadlines are met and decisions are implemented.
 - Assists Regional Managers with preparing correspondence.
 - Updates reference manuals.
 - Will assist with general reception duties for the regional office in the absence of the Executive and Health Information Coordinator and the Senior Office Coordinator.
- 2. Provides administrative and communications support to the COO and Regional Wellness Council (RWC) members as required.**



- Brings to the attention of the COO confidential issues or complaints from the public, RWC, Members of the Legislative Assembly, including securing and composing information for responses and receiving instructions on the subsequent course of action.
 - Drafts correspondence, reports and presentations for COO, and RWC as required.
 - Communicates COO instructions to appropriate staff in order to enforce Government of the Northwest Territories (GNWT) and Authority policies and procedures and to meet deadlines.
 - Organizes and expedites the flow of work through the COO's office. Initiates follow-up for Authority business, motions, directives, etc.
 - Reviews all correspondence, requests for information to determine those requiring the attention of the CEO, COO and/or distributing to appropriate staff.
 - Types, proofreads, and edits letters, minutes, reports and coordinate the preparation of correspondence for the signature of the CEO, COO and/or RWC.
 - Arranges meetings and appointments for the COO and or RWC.
 - Reviews incoming mail for the COO and retrieves relevant background information/ correspondence from files when requested.
 - Reviews for the COO all materials, policies, publications, guidelines and related publications.
 - Maintains security and confidentiality of information.
 - Attends internal, external and interdepartmental meetings as required.
- 3. Maintains a central filing registry for the COO and central administration office to ensure quick file retrieval and security of files and information.**
- Establishes specifications for the NTHSSA's central registry system.
 - Ensures proper file numbers are assigned to all documents to be filed.
 - Assists with filing as required.
 - Responsible for establishing and maintaining central office files including master file index according to GNWT records classification system.
 - Responsible for ensuring appropriate and accurate records are sent to other GNWT departments and agencies in a timely manner.
 - Maintains a Bring Forward system.
- 4. Provides administrative support to the COO and Regional Management staff to ensure a coordinated approach to transfer of information.**
- Establishes and maintains contacts with other agencies at the regional and community levels.
 - Obtains and compiles statistical data.
 - Assists Regional Managers with research and analysis of health-related information, current provincial and government practices.
 - Coordinates all publications for the NTHSSA-Sahtu Region.



- Produces Sahtu Region Newsletter/Communication materials in consultation with the COO and NTHSSA Manager, Communications.
- Researches, composes and edits authority documents, policies and publications completed with accuracy to avoid legal and financial implications.
- Coordinates the preparation of the Annual report and related material.
- Assists with NTHSSA-Sahtu Region website development, maintenance and related Telecommunications Coordinator duties.

5. Provides administrative support for regional onboarding, orientation and other related activities for the Sahtu 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 travel 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 and the Sahtu Region.
- Provides necessary information to the physicians as part of off-boarding process to ensure appropriate and timely hand-off and return of documents, timesheets, health centre, housing and vehicle keys, on-call telephone and other materials as set out in the off-boarding process guidelines.
- 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, Area Medical Director and appropriate Regional Managers are aware of relevant items.
- Coordinates physician assessments as per requirements of the Office of Medical Affairs and Credentialing.
- Coordinates use of vehicle for use by physician.
- Arranges community travel, including 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 Sahtu Region with their preceptors.



- Ensures travel authorization, expense claims, and invoices are prepared for physicians and completed in a timely fashion.
- Coordinates with the physician to ensure timesheets are completed accurately to ensure physician payroll is administered in a timely manner.

WORKING CONDITIONS

Physical Demands

Normal

Environmental Conditions

Normal

Sensory Demands

The incumbent must be a good listener during meetings to be able to record accurate minutes and actions from the meetings and consultations. Minute preparations require intense concentration, listening and type/correct the information to ensure accurate representation of the meeting. Minutes are completed weekly and can take 4-6 hours. The incumbent works in a busy office, is faced with constant interruptions and distractions.

Mental Demands

This position is required to shift priorities on an almost daily basis based on operational, organizational and political needs and can cause a high level of stress.

Public inquiries and/or complaints can cause emotional responses and/or distress

KNOWLEDGE, SKILLS AND ABILITIES

- Administrative support experience and excellent interpersonal, oral and written communication skills.
- Accuracy in proofreading and strong knowledge and command of the English language is also a requirement.
- Ability to work with senior professionals.
- Ability to attend required training as identified in policies, procedures, legislations and Accreditation Canada.
- Knowledge of a wide variety of general administrative theories, principles and practices is a prerequisite for the position.
- Skilled in the use of a computer and related software systems i.e (Microsoft). Incumbent should be familiar with general office equipment.



- Ability to research issues and consolidate information in concise and accurate manner.
- Ability to manage several tasks simultaneously and prioritize workload. Effective time management organizational skills, and cross cultural awareness.
- Incumbent must be able to maintain high level of privacy and confidentiality.
- Ability to listen and respond to government officials, aboriginal organizations, general public, community agencies, media, physician, staff and other departments in a professional manner is essential.
- 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 Secretarial or Office Administration Diploma plus two (2) years' of experience supporting senior executives.

Equivalent combinations of education and experience will be considered.

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

Indigenous language: Select language

- Required
- Preferred