



Tłıchǵo Community Services Agency
 Dǵ Nāke Lani Nāts'etso • Strong Like Two People

IDENTIFICATION

Department	Position Title	
Tłıchǵo Community Services Agency	Clerk Receptionist	
Position Number(s)	Community	Division/Region(s)
27-15196	Behchokǵ, NT	Child & Family Services/Mental Health & Wellness

PURPOSE OF THE POSITION

The Clerk Receptionist is responsible for providing to provide administrative and clerical support for the Child and Family Services offices, and other management and operational areas of the Child and Family Services Division in order that they may accomplish their mission to improve the social well-being and functioning of families and individuals. The incumbent works in accordance with GNWT administrative practices and procedures, and Board policies, practices and procedures in order to facilitate the delivery of Social Services and to relieve the Community Social Services staff of clerical and administrative task. The clerk also provides Tłıchǵo/English interpretation and translation service to facilitate dialogue between the staff and indigenous clients of the program.

SCOPE

The scope of the Tłıchǵo Community Services Agency is to manage the delivery of a range of integrated public GNWT and First Nations health, wellness and education programs and services for the Tłıchǵo communities of Behchoko, Gameti, Wekweeti and Whati. Established in 2005 as part of the Tłıchǵo Agreement, the Agency is designed to be an interim GNWT organization through which the Tłıchǵo Government will eventually exercise their treaty rights for self-government. The Agency serves approximately 3,000 people, employs 230 staff and has an annual budget approximately of 30 million dollars. Programs and services include K-12 education, health and wellness, child and family services, mental health and addictions, continuing care and independent living.

The Tlicho Community Services Agency vision “Strong Like Two People” is a metaphor for the desire by community leadership to build an organization, and create programs and services, that recognize the strength and importance of two cultures. Local Tlicho and non-Tlicho knowledge have complementary strengths, which together can achieve solutions to contemporary problems which neither could alone.

Located in Behchoko, the incumbent reports, and is accountable to the Supervisor of Child and Family Services. Also reporting to that position is the Social Work Supervisor, Clinical Supervisor, and several indirect reports

The incumbent supports the community and regional functions for the Manager, Supervisor, Child and Family Services, Clinical Supervisor, 3-4 Mental Health Counselors, 7-8 CSSWIII, 2-3 CSSWII, and 1 Case Aid. •

The day-to-day workload is often crisis oriented and unpredictable. Tight and inflexible deadlines are imposed by legislation and the courts and must be met. Courteous service to the public, to service providers, and to clients and their families will create a positive image of the Department. Efficient performance of clerical and secretarial duties will enhance the efficiency of staff functions.

RESPONSIBILITIES

1. Provide receptionist services and clerical support in order to ensure efficiency and effectiveness within the Child and Family Services office by:

- Receiving, directing and relaying telephone and fax messages
- Directing clients, callers and visitors to the appropriate staff member
- Monitoring the activities of clients near the front entry to ensure safety and security
- Sorting and delivering the mail
- Forward incoming invoices to the appropriate the TCSA financial department to provide coding and authorization
- Maintaining the general filing system and filing all correspondence
- Assisting in the planning and preparation of meetings, conferences and conference telephone calls
- Maintaining an adequate inventory of office supplies
- Responding to public and client inquiries
- Providing word-processing and secretarial support
- Completes data entry into electronic charting system as directed by staff

2. Perform clerical duties in order to maintain Child and Family Services administration by:

- Developing and maintaining current and accurate electronic and hard copy filing systems
- Prepares newsletters, pamphlets and promotional materials using the various computer software packages
- Schedules, confirms and changes clients' appointments and advises thereof;

- Assembles and maintains clients files according to procedures
- Registers clients and enters information in the computerized client information system as directed by staff
- Ensures that all client information is filed in a safe and secure place
- Prepares and maintains current mailing list, prints mailing labels, compiles and sends out material as directed by staff
- Updates reference manuals and protocol manuals as directed by the supervisor
- Proof reads printed material, obtains originator's signature, duplicates and distributes
- Coordinating the repair and maintenance of office equipment.

3. Perform other related duties as required by:

- Recommending changes to office procedures to promote best practices
- Prepares monthly Child Welfare occupancy reports; obtains Manager's approval and forwards to the GNWT Department of Health and Social Services
- Process Foster Parent and Child Welfare invoices and payment for the approval of the Manager and forwards to Finance and Administration
- Interprets and translates verbal Tlicho/English for Social Services staff in order to facilitate correct and timely communication for timely and effective program delivery
- Transportation of clients as needed.
- Performing other related duties as required.

WORKING CONDITIONS

Physical Demands

The incumbent must be able to sit for prolonged periods of time, read the computer screen and concentrate on information for prolonged periods of time, and complete repetitive motion.

Sensory Demands

No unusual demands identified

Environmental Conditions

For entire shifts the incumbent will have moderate levels of exposure to client's in crisis, a busy work environment, and dealing with high volumes of people either in person or telephone.

Mental Demands

The incumbent must be able to prioritize competing demands for service from staff, clients, their families, and the community while delivering service in a professional and respectful manner.

Establishing relationships with clients who may be in acute crisis can be stressful. Callers may be emotional or incoherent or be linguistically challenged and failure to correctly understand or translate their needs can result in major disadvantage to clients.

The incumbent must be able to maintain a positive attitude when responding to all of these situations, and must have the ability to deal effectively with angry and frustrated people. Patience, tact, and sound judgment are required as well as the ability to use non-violent crisis intervention techniques, at all times with due regard for Tlicho culture and traditions.

TCSA Team Members are expected to work co-operatively.

The incumbent works a regular day shift and may be required to work overtime from time to time

KNOWLEDGE, SKILLS AND ABILITIES

- Clerk Receptionist and office administration practices
- Analytical and problem solving skills
- Very good interpersonal and listening skills
- Windows based operating systems and Microsoft Office software, including word processing, database, spreadsheet and communication software
- Knowledge of the security system and the safety and security of residents
- Must be culturally sensitive
- Ability to speak Tlicho is an asset
- CPR and Basic First Aid training.
- The incumbent must be familiar with the operation of the following equipment such as, photocopier, fax, email, telephone
- Ability to work independently
- Confidentiality is of prime importance, as well as tact, discretion and the ability to communicate effectively. Failure to demonstrate these qualities may result in inappropriate decision making and negative publicity for the organization.

Typically, the above qualifications would be attained by:

High School Diploma

Training in office administration would be an asset.

1 year office administration experience

Equivalencies 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 applies)

- 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: Choose a language

- Required
- Preferred

CERTIFICATION

Title: Clerk Receptionist

Position Number(s): 27-New

<p>_____ Employee Signature</p> <p>_____ Printed Name</p> <p>_____ Date</p> <p><i>I certify that I have read and understand the responsibilities assigned to this position.</i></p>	<p>_____ Supervisor Signature</p> <p>_____ Printed Name</p> <p>_____ Date</p> <p><i>I certify that this job description is an accurate description of the responsibilities assigned to the position.</i></p>
<p>_____ Deputy Head/Delegate Signature</p> <p>_____ Date</p> <p><i>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</i></p>	

The above statements are intended to describe the general nature and level of work being performed by the incumbents of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position.