



IDENTIFICATION

| Department | Position Title | |
|--|---------------------------|--------------------------------------|
| Department of Health & Social Services | Public Guardian Assistant | |
| Position Number(s) | Community | Division/Region(s) |
| 49-5504 | Yellowknife | Seniors and Continuing Care Services |

PURPOSE OF THE POSITION

The Public Guardian Assistant provides the Public Guardian with support and program coordination to ensure that the guardianship program and services are administered.

In accordance with the *Guardianship and Trusteeship Act*, the incumbent is responsible for all administrative functions and procedures associated with the efficient operation of the Public Guardian's office. This includes preparing and administering court documents in accordance with due process and the *Rules of the Court*, maintaining individual case files, completing office management duties and administering office financial activities. The incumbent handles correspondence containing information of a legal, personal, restricted and protected nature within a strictly "confidential" and secured environment.

The incumbent facilitates the processing, filing and serving of public and private guardianship application documents. The position is also the initial contact for office inquiries about the guardianship program. Those contacts may require meetings with family members of guardianship clients to explain the guardianship program and provide guardianship application documents for signing and swearing, before filing them in court as part of the guardianship application.

SCOPE

Located in Yellowknife and reporting directly to the Public Guardian, the Public Guardian Assistant is accountable for tracking, monitoring and reporting on the Unit's budget of approximately \$300,000.

The Public Guardian Assistant provides a focal point for information exchange between

the general public and various departmental divisions and regional offices as well as agencies and hospital/health boards. The incumbent must use courtesy, tact and effectiveness in dealing with others in everyday working relationships.

The Public Guardian Assistant is also a focal point for information exchange and document preparation between the Public Guardian, Public Trustee, and legal counsel when drafting, filing and securing of court documents. The ability to analyze and extract accurate and relevant information from client files when preparing court documents is essential.

The Public Guardian Assistant must coordinate activities and set priorities related to the processing, filing and serving of guardianship applications in addition to maintaining the administration of the Office.

The Office of the Public Guardian is located in Yellowknife, where both the Supreme Court of the Northwest Territories and the Office of the Public Trustee are located. This position works indirectly on a daily basis with staff from the Public Trustee's office and the Court Services office.

RESPONSIBILITIES

- 1. The Public Guardian assistant is responsible for coordinating all administrative functions associated with the Public Guardian's Office in order to ensure that the Office is managed in an effective and efficient manner.**

Main Activities:

- Keeps record of assigned authority given to regional representatives of the Public Guardian;
- Keeps a registry of Deputy Public Guardians;
- Liaisons with Regional Public Guardian Representatives and deputies concerning administrative and court proceedings;
- Provides program information and explain the guardianship application process to families, community members, proposed guardians and professionals as directed by the Public Guardian;
- Provides general information concerning the Public Guardian program to interested parties and members of the public;
- Transcribes, types and proofreads letters, reports and prescribed forms;
- Composes routine letters to agencies to confirm names and birth dates of guardianship clients as well as requests to agencies to serve court documents;
- Schedules and coordinates meetings, appointments and workshops between the Public Guardian and various clients, groups and organizations;
- Coordinates, gathers, and develops materials for meetings, presentations and workshops;
- Takes and transcribes minutes at meetings;
- Makes all travel arrangements for the Public Guardian or others associated with

- the program, including contracted personnel;
- Tracks the Office mail and maintains a mail log and a bring forward system;
- Maintains the filing systems within the Office;
- Maintains briefing notes, and Cabinet, FMBS and Legislative Assembly submissions related to the Office;
- Formats and prepares issue papers, briefing notes and responses related to guardianship issues, questions and complaints raised at a political level;
- Maintain office inventory control;
- Types, distributes and maintains reference and operational manuals;
- Creates and maintains a library of associated books and other material pertaining to the Public Guardian program;
- Assists with special projects such as researching public guardianship programs in other jurisdictions;
- Attends meetings with family members of guardianship clients to explain the guardianship program; and to have court documents signed and sworn on behalf of the Public Guardian; and,
- Plans, organizes and communicates logistics related to events, i.e. arranges sites and schedules for the Public Guardian to train Regional Public Guardian representatives and Deputy Public Guardians

2. The Public Guardian Assistant is responsible for ensuring all related Court documents are properly prepared; and all related Court proceedings; and due processes are adhered to in an accurate and timely manner in order to ensure that all court deadlines are met and that strict timeliness are followed.

Main Activities

- Drafts and prepares court documents for review by the Public Guardian;
- Ensures that all court documents are formatted accurately and in accordance with established court procedures;
- Ensures that court documents are proof read and have a legal review and delivered to the court in time to meet rigorous court deadlines;
- Ensures public guardianship applications to the court naming the Public Guardian or private individuals as guardian are complete, in proper order and meet all court standards;
- Liaisons with legal counsel concerning guardianship/trusteeship applications and court related matters;
- Liaisons with departmental and other government officials, health and social service professionals, family and friends and private guardians of represented;
- Maintains systems and procedures for processing, updating and reviewing records on all guardianship applications and those granted guardianship;
- Tracks and monitors court requests for Public Guardian approval;
- Notifies the Public Guardian of pending review and expiration dates of court orders;
- Tracks and processes applications for court ordered reviews or the discharge of guardians; and,

- Obtains a Commissioner of Oaths or Notary Public designation in order to assist the Public Guardian in the processing of legal documents.

3. The Public Guardian Assistant is responsible for coordinating and managing all related case files in order to ensure that records pertaining to individuals under guardianship are up to date.

Main Activities:

- Establishes and maintains both hard copy and electronic client files;
- Maintains the electronic case management systems;
- Updates files as required;
- Ensures that court ordered proceedings and reviews by the Public Guardian are transcribed, typed and processed;
- Provides information to authorized individuals as directed by the Public Guardian;
- Ensures that documents are transcribed into the native language of the individual when required;
- Ensures historical records and files are properly archived in accordance with established GNWT procedures;
- Liaisons with the Departmental Records Coordinator and the Public Guardian to ensure that all relevant legislation, procedures, guidelines and record disposition policies are adhered to and meet the long term storage of guardianship files; and,
- Provides recommendations for record information management issues to the Public Guardian.

4. The Public Guardian Assistant is also responsible for expenditures control related to the procurement of supplies associated with the Public Guardian's Office in order to ensure that financial resources are expended in accordance with the *Financial Administration Act* in an appropriate manner.

Main Activities:

- Completes requisitions for purchase of supplies, materials and related court expenditures;
- Tracks court and other costs on a case by case basis;
- Tracks expenditures and ensures coding is correct, and reconciles financial reports to ensure they are correct;
- Monitors expenditures within the Public Guardian's Office running reports from the GNWT System for Management Accountability (SAM);
- Prepares financial reports to the Public Guardian for reporting to Headquarters;
- Prepares a monthly and quarterly variance report for review by the Public Guardian and submission to Headquarters Finance Division;
- Set ups and monitor year end accruals when required;

- Coordinates the financial administration of all contracts with the Public Guardian's program; and
- Informs the Public Guardian of any budget/expenditure issues.
- Reconciles the purchasing card statement and ensures that all relevant invoices and receipts are attached and returned to Finance within tight deadlines; and,
- Ensures that all payments for Office expenditures are processed in accordance with the Financial Administration Manual and Policies.

WORKING CONDITIONS

Physical Demands

There are long periods where the incumbent is required to stay seated and use a computer which can cause back and muscle strain. The Guardianship Office is located separately from Headquarters Operations in a different building, which requires regular and frequent trips to deliver and pick up correspondence and materials. Processing and serving court documents also places physical demands on the incumbent.

Environmental Conditions

A workstation cubicle is provided, which also acts as the reception desk for the office.

Sensory Demands

Long periods using a computer may cause eyestrain.

Mental Demands

Under normal working conditions the mental stress is not excessive even though the incumbent must deal with many different people. However, in some cases the Public Guardian Assistant may have to deal with extremely emotional and distraught family members. Tight deadlines set by legal counsel, and the Court cannot be missed and shifting priorities can cause additional mental stress.

KNOWLEDGE, SKILLS AND ABILITIES

- Excellent knowledge of general office practices and procedures.
- Proven communication skills, in English, both written and oral.
- Written communications are clear, easy to understand and generally follow the rules of correct grammar, spelling and punctuation.
- Ability to be meticulous in detail, particularly in preparing and proofreading court documents and applications.
- Good analytical and problem solving skills
- Advanced knowledge of GNWTARCs and ORCS filing systems as well as DIMS.

- Knowledge of GNWT Financial Administration and Procurement Guidelines
- Knowledge of accounting and financial management principles and procedures.
- General knowledge of the GNWT's financial management system SAM.
- Specialized knowledge of legal/ court proceedings.
- Specialized knowledge of office procedures and systems.
- Knowledge generally acquired through obtaining a legal secretarial certificate and several years of experience in a legal office management environment.
- Knowledge of computer programs such as word processing and spread sheets.
- Knowledge of guardianship programs and services within the NWT as well as in other jurisdictions.
- Knowledge of Public Guardianship Information Systems.
- Knowledge of *Guardianship and Trusteeship Acts*, policies and procedures.
- Knowledge of health and court terminology.
- Knowledge of northern culture.
- Ability to maintain various electronic and hard-copy court operational and case management filing systems.
- Ability to maintain strict confidentiality.
- Excellent organizational and time management skills.
- Ability to work independently with little supervision or direction.
- Client services orientation and ability to provide accurate information on all available services related to the public guardian program.
- Conceptual thinking and problem solving ability related to providing services in small isolated communities.
- Review court related documents for accuracy, and proper completion.
- Stress management and ability to control emotions when confronted by aggressive behavior.
- Teamwork and cooperation in an office environment of six or more staff.

Typically, the above qualifications would be attained by:

These knowledge, skills and abilities outlined are generally acquired by achieving a legal secretarial diploma or certificate; or office administration certificate with several years (four or more) experience in office administration and at least two years' experience in a legal environment resulting in knowledge of courts and the court system; computer literacy in word processing, spreadsheets database programs.

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